

Complaints Procedure For Management and Staff

At STAR Exeter we publish the following Complaints Policy for staff and students:

Complaints Policy

We take complaints very seriously and endeavour to deal with them as quickly and as efficiently as possible.

Our aim in dealing with any complaint is to:

- 1. Listen carefully and seriously. We will do this in private if it is appropriate, and you can always ask to have this meeting in private. This will take place on the same day that the complaint is made.*
- 2. Direct you to the person most easily able to resolve the problem. If you'd prefer to talk in your own language we will endeavour to arrange this. We will endeavour to do this on the same day the complaint is made.*
- 3. Explain very clearly, with plenty of time and in your language if necessary, what we are able to do to resolve the problem. If we are worried that you may not understand we will give you a written explanation. We will endeavour to do this on the same day the complaint is made.*
- 4. Give you all the names and contact details of everyone in a position of authority in the school in case you want to take things further. We will endeavour to do this on the same day the complaint is made.*

5. STAR Exeter is a member of English UK and is also accredited by the British Council. If you have a problem and feel you have reached the end of the procedure with STAR Exeter you can always contact either of these organisations. If there is a dispute and you contact the British Council, they will send the information to English UK for investigation. STAR Exeter will follow whatever ruling is made by English UK.

*English UK, 219 St John Street, London, EC1V 4LY
email: info@englishuk.com Tel: 02076087960*

*The British Council, Customer Services, Accreditation Unit,
58 Whitworth House, Manchester, M1 6BB
email: accreditation.unit@britishcouncil.org*

Complaints Procedure

In order to ensure that complaints are correctly dealt with and followed through, Management will follow these steps:

- 1. Collect any complaints from First Week Questionnaires, Final Questionnaires, Tutorial Questionnaires, Homestay Questionnaires, Complaints Forms and record them on the appropriate Google Docs sheet.*
- 2. Record any verbal complaints made, or complaints/issues that come up, on the Google Docs 'STAR Exeter Student Welfare Issues and Complaints' file, or in the student's file as appropriate.*
- 3. Follow the above steps in the 'Complaints Policy' to ensure that each complaint is dealt with individually.*
- 4. Regularly review the above Google Docs, and analyse the manner of complaints made.*
- 5. Monthly Management Team meeting will discuss any trends in complaints, take steps to address these trends appropriately, and record the actions taken in the Management Team Minutes under 'Complaints'.*