

## COMPLAINTS

### **Aims:**

Feedback and complaints are an opportunity to improve the quality of our services.

The aims of the policy and procedure are:

- To provide all clients (including students, group leaders and agents) or external service providers (including accommodation and transfer providers) with opportunities to give feedback and make complaints
- For all complaints about service to be address and resolved in a timely and professional manner
- To provide and operate a clear and useful complaints procedure for customers and providers
- To ensure clients and providers are aware that such a policy exists

### **Monitoring our service:**

We actively and continuously monitor the quality of our service to ensure we maintain high standards. We offer several options and opportunities for the client or provider to offer feedback and/or make complaints. These are:

- Induction meeting – students are informed who they can contact regarding any issues they may have
- First week questionnaire – given to all students on their third day
- End of Course questionnaire – requested from all students on their last day (also available to complete online at any time)
- Anonymous feedback – via paper slips in the Comments & Suggestions box in the Café
- Welfare Meeting – weekly meeting for students to discuss any issues with the Welfare Officer(s)
- Informal contact - speaking to or emailing students, group leaders and agents
- Feedback Forms – given to group leaders at the end of their course to account for their group
- Complaints Form – available from the stand at Reception and online

Further to this, at least one member of Bloomsbury staff will be available for clients and providers to speak to in person, on the telephone, via email, skype or our live chat service anytime during opening hours. There is also a School emergency mobile for outside of school hours should the complaint need urgent and immediate attention.

### **Policy:**

Every client and provider has the right to provide feedback and/or make a complaint.

The following standards are in place to ensure our complaints procedure is readily available, easy to use, confidential and fair.

Everyone who complains will be:

- Treated with respect
- Listened to
- Thanked for bringing the matter to our attention
- Assured that their complaint has been acknowledged and will be investigated and responded to

Every complaint will be:

- Acknowledged
- Fully investigated
- Dealt with professionally and in a timely manner
- Treated with confidentiality to avoid embarrassment or prejudice to those who complain

**Procedure**

**Informal complaints:**

Many complaints can be approached, dealt with and resolved quickly and informally. Clients and providers can therefore approach any member of staff regarding any complaints they wish to make.

Where possible, it is recommended that the complainant approach the member of staff they have already been dealing with as they are most likely to have the most complete understanding of the situation.

In some cases, the complainant may be encouraged to talk to the following members of staff:

| <b>Complaint</b>                            | <b>Staff</b>                                      |
|---|---|
| Abusive behaviour / Personal problems       | Welfare Officer(s)                                |
| Accommodation issues                        | Registrars  |
| Academic issues inc. teacher, course, level | Teacher , Director of Studies or Academic Support |
| Problems with building                      | Registrars or Centre manager                      |
| Any other complaints                        | Registrars or Centre manager                      |

When making an informal complaint:

1. the complaint will be acknowledged immediately at time of contact, if in person  
 the complaint will be acknowledged within 1 working day of receipt if the complaint is made via other methods of communication (clients and providers are respectfully reminded that the school is open Monday to Friday, 08:30 – 18:15)
2. the complainant may be asked further questions, to repeat and clarify information and/or to provide documentation to support the complaint
3. the complainant will be informed of when and how they shall receive a response to their complaint – this will be within 2 working days
4. the complainant may be provided with an ‘action plan’, outlining actions to be taken with a timescale and updated on the progress of these actions
5. the complainant will be asked to confirm if they are satisfied with the resolution of their complaint
6. Bloomsbury International will keep a confidential record of the complaint and any action taken as a result

**Formal Complaint:**

If the complainant is dissatisfied with the outcome of their informal complaint, they can make a formal complaint.

To make a formal complaint:

- 1) the complainant can complete a Complaint Form
  - i) Complaint Forms are displayed on the stand at Reception, can be printed by the Registrars or any member of staff upon request, downloaded from the Bloomsbury Website here <http://www.bloomsbury-international.com/en/school/policies.html>
  - ii) the complainant must provide full contact details to receive a response
  - iii) the complainant should provide as much detail about the situation as possible, including relevant facts such as names and dates if applicable, previous attempts to resolve their complaint, why they are dissatisfied, how they would like their complaint to be resolved
- 2) the complainant to give their Complaint Form to a member of Bloomsbury International staff  
 the complainant is advised to give the form to the member of staff they have already been dealing with, the Registrars at reception or the following:

| Complaint                                   | Staff  |
|---|--|
| Abusive behaviour / Personal problems       | Welfare Officer(s)                                   |
| Accommodation issues                        | Registrars   |
| Academic issues inc. teacher, course, level | Assistant Director of Studies or Director of Studies |
| Problems with building                      | Registrars or Academic Support                       |
| Any other complaints                        | Registrars or Academic Support                       |

- 3) the complaint will be acknowledged via email or in writing within 3 working days of receipt of the form
- 4) the complainant may be invited to discuss the issue further with the relevant members of staff, listed above
- 5) the relevant member of staff will respond to the complainant via email or in writing within 10 working days of receiving
- 6) Bloomsbury International will keep a confidential record of the complaint and any action taken as a result

**Formal Complaint – Second Stage:**

In the unlikely event that the issue remains unresolved or the complainant is dissatisfied with the outcome of their formal complaint, they can make a Second Stage formal complaint.

To make a second stage formal complaint:

- 1) The complainant may write directly to the following:
  - i) Director of Studies – Sheila@bloomsbury-international.com
  - ii) Centre Manager - Louise@bloomsbury-international.com
 Address: Bloomsbury International, 6-7 Southampton Place, London, WC1A 2DB, UK
- 2) The complainant should provide as much detail about the situation as possible, including names and dates if applicable, previous attempts to resolve their complaint, why they are dissatisfied and how they would like their complaint to be resolved
- 3) the complainant will receive an acknowledgment in writing with working 10 days of receipt. If the complainant does not receive a response within the time, it is recommended that they telephone the school to confirm their complaint has been received.
- 4) you may be invited to a formal meeting to discuss your case further
- 5) the complainant will receive the outcome to their complaint within 30 working days of receipt
- 6) Bloomsbury International will keep a confidential record of the complaint and any action taken as a result

**Formal Complaint - Third Stage:**

Having exhausted all internal options, in the unlikely event that the complainant believes their complaint has not been dealt with in accordance with the above procedure, they can request the assistance of an impartial third-party adjudicator.

To make a complaint via an impartial third-party adjudicator:

- 1) the complainant should submit their complaint in writing or via email to either British Council *or* English UK.

British Council  
 Accreditation Unit  
 Bridgewater House  
 58 Whitworth Street  
 Manchester  
 M1 6BB  
 UK

Sarah Cooper  
 The Chief Executive  
 English UK  
 219 St John Street  
 London  
 EC1V 4LY

Email: accreditation.unit@britishcouncil.org

Email: sarah@englishuk.com

Website:

<http://www.britishcouncil.org/education/accreditation/information-students-agents/student-complaints>

Website:

<http://www.englishuk.com/en/students/english-in-the-uk/student-complaints-procedure>

- 2) the complainant should ensure their letter includes details of how they have already tried to resolve their complaint with Bloomsbury International and any supporting documents, such as invoices, letter and the written outcome of your complaint
- 3) Please refer to the websites provided for detailed, up-to-date, procedure.

Please note, the British Council and English UK can accept complaints from clients (i.e. students, group leaders and agents) but not from service providers.