

Complaints & Grievances Policy

The Bournemouth School of English takes complaints and grievances seriously; we will investigate and manage any situation professionally, sensitively, and with discretion.

If we do not deliver the standard of service you would expect from your employer or your place of employment, you should raise a complaint with the school.

If you feel that you have been subject to discrimination, bullying, or harassment on any grounds, you should lodge a grievance with the school.

Complaints and grievances will be acknowledged within 2 working days; a response will be made within 10 working days. If the complainant does not make further contact within 5 working days of the date of the response letter, the matter will be deemed closed.

Stage One

In the first instance, you should ask to speak to one or both of the school's directors to discuss the matter. An appointment can be made in person and we will find a mutually convenient time within the next 2 working days. Our principle aim would be to resolve your issue immediately and find a satisfactory resolution.

Stage Two

If you are not satisfied with the action taken to resolve your complaint, you are encouraged to write to the school's directors, explaining your complaint and what action you would like to see taken.

The school will acknowledge receipt of your written complaint within 2 working days and write to you with a formal response within 5 working days of receiving the letter. Our response will clearly state what action has been taken and the reasoning behind it.

If you do not make further contact within 5 working days of our response, the matter will be deemed closed.

Appeals

If you are not satisfied, you should contact one of the following organisations; they are able to provide an independent advisor who will offer guidance and help to resolve the situation.

English UK
219 St John Street
London
EC1V 4LY