



The Bournemouth School of English

Complaints Policy

what to do if you're not happy

Written by: Mark Venus, School Principal

Approved by: Emma Tuersley, Director of Studies

Applies to: All members of staff
All students

Last updated: June 2017

To be reviewed: Annually

Policy and procedure

The Bournemouth School of English is committed to providing a friendly, tolerant, and professional environment to all our students and staff. If we do not manage this, we want to hear about it.

If you are not happy, you should speak to someone as soon as possible, and we will do our best to help. We will listen carefully to what you say; we will investigate and manage any situation professionally, sensitively, and with discretion.

You should make a complaint:

- if you are not satisfied with the standard of service we have provided;
- if you feel that you have been subject to discrimination, bullying, or harassment.

Complaints will be acknowledged within 2 working days; a response will be made within 10 working days. If you do not reply within 5 working days of the date of our reply, the matter will be closed.

Stage One

The first step is to speak to one of the managers or directors. If it is difficult to find the time, tell us that you would like to talk to us, and we will make an appointment within the following 2 working days.

During our conversation, we will try to solve your complaint immediately, and to your satisfaction.

Stage Two

If you are not satisfied with the action taken to resolve your complaint, you should write to the school's directors, on email or on paper, explaining your complaint and what action you would like us to take.

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

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

Appeals

If you are not satisfied with our response, you should contact English UK; this organisation will organise an independent advisor to offer guidance and help to resolve the situation.

English UK
219 St John Street
London
EC1V 4LY