

Complaints Policy & Procedure

1. WHAT THIS DOCUMENT DEALS WITH

This document explains the Complaints Procedures for students at Frances King School of English. It deals with complaints relating to Frances King services, including those provided by other companies Frances King uses.

Some areas students can complain to us about:

- **Academic / classroom complaints:**
Teaching, class levels, classroom equipment, materials etc
- **Arrival services:**
Airport transfers, information supplied by the school before you arrived, your course booking etc.
- **Accommodation issues:**
Cleanliness, problems with hosts or other guests, food etc
- **Student support:**
If you think the school has not supported you when you needed help with emotional or health issues.
- **Facilities:**
The building, tea & coffee, wifi etc.
- **Staff behaviour**
If any staff (teachers, administrators, assistants) behave in a way that makes you unhappy.
- **Other students' behaviour:**
If any students behave in a way that makes you unhappy. Please note, we also have a policy specifically to deal with bullying and harassment.

2. BASIC INFORMATION

Students can ask any member of staff help or advice to make a complaint. The member of staff will usually tell the student who the best person to speak to is, if they are not the right person to help with that particular problem.

At Frances King we welcome comments and suggestions from students to help us make the school better.

WAYS TO MAKE SUGGESTIONS / COMPLAINTS:

First Week Survey:

In the first week of a course, students will be given a questionnaire so we can see if they are happy with the services they have received so far. There are comments boxes on this form and we encourage students to let us know as early as possible of anything they are not happy with, so that we can try to fix it as soon as possible.

Members of Staff:

Students can talk to any member of staff at any time during their course. For issues with their classes, they should ideally speak to their teacher or an Academic Manager. For personal problems, or issues with accommodation, they should speak to a member of Student Services.

Online Survey:

There are posters around the school which show students how to register a suggestion / complaint or give feedback at any time during their course using our online questionnaire:

<https://www.surveymonkey.co.uk/r/FKLondon>

Tutorials:

Teachers will have one-to-one tutorials with students during their course, usually once a month. This is a good opportunity to tell us about anything they are not happy about with the school.

End of Course Survey:

In the last week of a student's course, we give them another questionnaire, where we ask them to let us know what they think about different areas/services at the school.

We understand that sometimes people may have complaints about our facilities or services. We have created this document to help make the process of making a complaint as simple and clear as possible for the student.

These procedures in this document aim to give students a simple and easy-to-understand way to make comments, suggestions and complaints to Frances King Staff.

Whenever possible, if the student asks us to keep the information confidential or anonymous we will try to do this. However, sometimes we have to inform people that there has been a complaint and it is being investigated. Also, if the complaint involves a crime, we may have to inform the police and give the student's information as a witness.

3. OUR FULL COMPLAINTS PROCEDURE

INFORMAL STAGE

Whenever possible, we hope we can deal with complaints quickly and informally. We will try to find someone who speaks the student's language if extra help is needed.

Informal Stage 1 (verbal):

As a first step, a student who is unhappy with the service he/she has received, should try to fix the problem by speaking to his/her teacher, an Academic Manager or a member of Student Services. See the Members of Staff paragraph in Section 2 for the best person to speak to for different problems.

Informal Stage 2 (written):

If the student would like to make a more serious complaint, or if the person they spoke to does not help, the student can record a written complaint with a member of Student Services. A member of the team will speak with the student and together they will complete a complaint form. On this form we write down what the student is not happy about, and what they would like to happen next. We will try to agree together what to do and how to fix the problem as quickly as possible.

This complaint form is recorded on our system, and the information can also be used if there are other connected complaints.

FORMAL STAGE

If the student is not happy with the results of an informal complaint, the student has the right to use the formal complaints procedure.

A student should only use this formal complaints procedure if he/she thinks that the complaint is too serious for an informal complaint or is unhappy with the result after making an informal complaint.

Formal Stage 1:

If the student wants to make a formal complaint, they must make the complaint in writing, in English, addressed to the Director, Garth Younghusband. A member of staff can assist with writing this complaint.

How to give us this official complaint:

- Emailed directly to Mr Younghusband directly: garth.younghusband@francesking.com.
- In a closed envelope, to Reception at 77 Gloucester Road
- Posted as a letter to the school:
 - Mr Garth Younghusband
 - Frances King School of English
 - 77 Gloucester Road
 - SW1W 0BD

This complaint must be made as early as possible, so we can fix it as soon as we can. If the student complains after they have left the school, it is sometimes impossible to fix the problem.

If the complaint involves Mr Younghusband himself, then the student should give this complaint letter to Reception, and address the letter to *Frances King School of English Board of Directors*. The complaint will then be handled a different Director, instead of Mr Younghusband.

The Director will usually answer the student's letter within five working days, explaining how the complaint will be processed. The complaint will be investigated fully. Usually the student will be contacted directly to discuss the complaint in person. The student will normally receive a written answer within ten working days. We will always try to keep response times as short as possible.

If the student is satisfied with the answer, and does not want to continue with the complaint after this stage, the information we have learnt from the complaint will be used to improve the service provided by Frances King School of English.

Formal Stage 2:

However, if the problem is not fixed within ten working days or needs to be investigated more, and the student is not happy with this, then the student should send a copy of the complaint to *Frances King School of English Board of Directors* through the school Reception, and explain that the student is not happy with the way the complaint is being handled.

The Board of Directors will investigate the complaint, and the student will normally receive a written response within ten working days.

If the student is satisfied with the answer, and does not want to continue with the complaint after this stage, the information we have learnt from the complaint will be used to improve the service provided by Frances King School of English.

Formal Stage 3 (External):

If the student is not happy with the result of the complaint, the student can contact English UK (info@englishuk.com) within six months of their course.

English UK, the association of Accredited English Language Services within the UK will advise the student and review their complaint.

All communication with English UK must be in English.

4. COMPLAINTS AT A DIFFERENT CENTRE

If your classes are not based in our main building at 77 Gloucester Road, you can still make a complaint following the same steps as explained in Section 3. But to save you travelling to the school at 77 Gloucester Road you can make your complaints to the following people:

AT 5 GROSVENOR GARDENS:

For *Informal Stage 1* and *Informal Stage 2*, you should speak to the Family Programme Manager or Academic Manager. They are usually in Room 2 in the basement.

Formal Stage 1: Your letter should still be addressed to Mr Younghusband, but you can give it to anyone in Reception at 5 Grosvenor Gardens if you don't want to email or to post your letter.

For all the other stages, you should follow the same steps as described in Section 3.

AT 126 QUEEN'S GATE:

For *Informal Stage 1*, please speak to the Centre Manager, who is usually in the Staff Room on the ground floor.

For all other stages, please follow the same steps as described in Section 3. The 77 Gloucester Road building is a short 5-minute walk from the Queen's Gate building.

LONDON TEENAGER PROGRAMME AT WHITELANDS COLLEGE:

For *Informal Stage 1*, you should speak to the Teenage Programme Centre Manager or Academic Manager, who are usually in the Staff Room. If you are a parent of a child on the programme and not a resident on the course, you should contact the Centre Manager via phone: +44 (0)7583 117538.

For *Informal Stage 2*, the same people can help you complete a Complaint Form. For parents we can email you a copy of the Complaints Form to complete and send back to us.

For all the other stages, you should follow the same steps as described in Section 3.