

Complaints Procedure: International College & Short Courses

At St Clare's we aim **to provide the best possible experience for learners** on all our courses. This includes ELT and Subject courses at the International College year-round; specialist short courses throughout the year; and courses for juniors and teenagers during the summer.

We recognise that there may be times when you are not happy with the service and wish to make a complaint about:

- our **policies** and **procedures** (available on the website); or
- our **programmes** (academic, accommodation, activities, welfare); or
- the **people** at St Clare's (the members of staff or your fellow students).

(Please note: if you are under 18 years of age your parents or your agent may be involved at any stage of the discussions.)

What to do if you have a complaint

Step 1:

Tell a member of staff about your question or complaint **immediately** so that we can begin to solve it in a **friendly and effective** manner.

- If it is an academic matter, speak to your teacher or the Director of Studies.
- If it is a non-academic matter, speak to the office team, your warden or the Summer Dean/Operations Manager.

We investigate the circumstances **informally** and, where possible, find a solution to the problem.

Step 2:

If you are not satisfied with the answer, speak to the Course Director.

We hold a **more formal meeting** to investigate the circumstances and confirm the decision in writing within 48 hours.

Step 3:

If you are not satisfied with the decision, write to the Principal of St Clare's. (Your parents or agent may help you to write this letter.)

We **investigate the complaint again** and confirm the decision in writing within 28 days.

Step 4:

If you are still not satisfied with our decision, contact your **'home institution'** or **university**, or one of the organisations that accredits courses at St Clare's: English UK under the Accreditation UK Scheme; the Independent Schools Inspectorate for Private Further Education; or IALC (International Association of Languages Centres).

- The **official accrediting organisation** will try to help you and the college to reach an agreement.
- If this fails, you may take your case to the **Ombudsman** (an independent judge) who will make a decision which **both you and the college must accept**.