

Speak Up London Complaints Procedure

The emphasis in this Complaints Procedure is on informality, with the object of solving problems **quickly, simply and fairly**. It is hoped that the great majority of issues can be settled amicably at the First Stage, and that complaints will only exceptionally reach the Second Stage.

Speak Up London Staff will respond promptly to complaints and will also expect students to keep to an agreed timetable for pursuing a complaint.

Constructive criticism, made through student evaluation forms or in discussion with staff, is always welcome as help towards raising service levels.

1ST STAGE

1. First Stage (Informal Complaint)

1.1 A student should initially make the complaint to an appropriate member of staff. If the student is unwilling or unable to approach a member of staff, the student should raise the matter with the Director of Admissions (farhan@speakuplondon.com).

1.2 The object of this First Stage is to resolve problems quickly and simply with the minimum of formality. The member of staff first approached, has discretion as to how the complaint is investigated and determined but should always inform the Director of Admissions who will keep a record of each complaint, the nature of the complaint and how it was resolved. If the complaint has been made in writing, the Director of Admissions will respond in writing within three days of receipt.

2ND STAGE

2. Second Stage (Formal Complaint)

2.1 If the matter cannot be resolved satisfactorily by the member of staff, the Second Stage is handled by the Director of Admissions and the complaint must be made formally and in writing.

2.2 Only in exceptional circumstances will the Director of Admissions consider any complaint that has not been through the original stage.

2.3 If the Director of Admissions comes to the conclusion that the complaint has already been fairly settled at an earlier stage, or that the complaint is trivial, or wholly lacking in merit or substance, he or she may dismiss the complaint, and advise the complainant of the reasons for the decision. The Director of Admissions will respond to a written complaint within ten working days of its receipt, with as full a response as possible.

2.3.1 If the Director of Admissions comes to the conclusion that there is substance in the complaint, the Director of Admissions may either:

A. Seek to resolve the complaint, in discussion with the relevant parties involved or

B. Submit a report on all the material facts to the External Quality Assurance advisor (David Knight – QA@speakuplondon.com), who will resolve the matter.

The Director of Admissions will notify the complainant of this decision, in writing, within three working days of receipt of the original written complaint.

3. 1 A Student who has exhausted the above procedure but remains unsatisfied with the handling or outcome of a complaint may complain to:

English UK (as an independent external organisation)

During any stage of the complaint procedure the student has the right to make an official complaint in writing to English UK, an independent external organisation.

For further information please see www.englishuk.com/en/students/complaints or write/email to:

English UK
219 St John Street
London
EC1V 4LY
UK

Tel: +44 20 7608 7960

Fax: +4420 7608 7961

Email: Info@englishuk.com