



## Complaints Procedure Policy

### Statement of intent

At Millfield English Language Holiday Courses (MELHC), we are committed to providing a high standard of education and care for our pupils. We want to listen and respond to the views of parents. We want to ensure that any problems are easily resolved and that we respond to all complaints promptly and appropriately.

### Informal concerns/complaints procedure

If a student has an issue they would like to address, it is important that they bring it to the attention of a member of staff as soon as it arises.

Any member of staff can be approached and will be willing to help. For specific help, students can speak to:

- The Pastoral Manager, Pastoral Assistant or their Residential Coordinator for accommodation, health and nutrition issues.
- The Academic Manager for any learning and teaching issues.
- The Sports and Social Managers for sport and activity issues.

If the problem is not resolved in the first instance, students should contact the Centre Manager who has overall responsibility of the course. He/she can be approached directly or through other staff at any time and individual meetings arranged.

If the student has spoken to the right member of staff and he/she is still unhappy, they are welcome to use MELHC's formal complaints procedure.

### Formal complaints procedure

Official complaints should be directed to the Director of Holiday Courses & Events; Mr. Mark Greenow:

**Telephone:** 0044 1458 444457 **Mobile:** 0044 7885 613692

**Email:** [markg@millfieldenterprises.com](mailto:markg@millfieldenterprises.com)

**Address:** Millfield Enterprises, Butleigh Road, Street, Somerset, UK, BA16 0YD.



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- The Director of Holiday Courses and Events will consider the student's complaint, and contact them as soon as possible to arrange a convenient time to **talk about their complaint before, during or after the Millfield Summer School**.
- Whenever possible, this meeting will be arranged and conducted on the same day as the complaint.
- After the student's meeting, your **complaint will be investigated** and then discussed with other MELHC Managers. A decision will be made about what action to take within 24 hours.
- A further meeting will be arranged between the student and the Director of Holiday Courses and Events in private. In this meeting the **decision** of the Director will be presented and explained to the student.

If the student is still unhappy or dissatisfied, they can register a formal complaint with English UK. Please read the English UK formal complaint procedures below. All complaints and decisions are recorded and filed. If the student decides to pursue the complaint with English UK, MELHC's written description and decision will be available for use in this process.

## Making a complaint through English UK

([www.englishuk.com](http://www.englishuk.com))



Statement from English UK:

"If you are not satisfied with the response from your accredited centre, you can contact English UK for further advice. The way we will handle your complaint will depend on the course provider you're studying with.

For private schools and language centres, English UK will attempt to mediate. If this fails, the complaint can be put to the independent Ombudsman, who will issue an adjudication which is binding on the school.

For universities, you may approach the office of the independent adjudicator for student complaints. Visit [www.oiahe.org.uk](http://www.oiahe.org.uk) for more details.

For further education colleges, academic issues can be referred to the awarding body of the qualification for which you are studying. Non-academic issues will be reviewed within the institution, and serious complaints of principle may be referred to the Learning and Skills Council.



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For Further information, please read the 'Student's Complaints Procedure' by clicking on this link

[http://www.englishuk.com/uploads/assets/complaints/English\\_student\\_complaint\\_information\\_sheet\\_2014.pdf](http://www.englishuk.com/uploads/assets/complaints/English_student_complaint_information_sheet_2014.pdf) or visiting [www.englishuk.com/complaints](http://www.englishuk.com/complaints)."