



## Complaints policy and procedure

Interactive English Language School seeks to prevent general grievances and complaints by ensuring that students are satisfied with their course, lessons/training sessions, teachers/trainers and its outcomes. In addition to their functional expertise, staff members are expected to be fair, courteous, professional and helpful in all dealings with students. Any complaint about a staff member or program will be treated seriously, investigated thoroughly and dealt with according to the merit of the complaint.

If a student is unhappy with any part of the overall service provided by us, both course and non-course related, they have the right to access complaints policy and procedure.

Depending on the nature of the grievance a student can:

- Talk directly with the person concerned to resolve the problem
- Approach his/her teacher for assistance in resolving the problem
- If the problem is with a teacher then he/she can approach the reception
- If the problem is not resolved adequately he/she can consult the Academic Director or DoS and he/she will attempt to resolve the complaint before it becomes a formal procedure. However, if the problem is still not resolved to his/her satisfaction the student must launch a formal written complaint or appeal.

### Procedure for a formal complaint

When launching a formal complaint the student has the right to have another person (nominee) present at this and any ensuing stage of the process.

- The student must put into writing, an explanation of the exact nature and reason for the complaint and present this to the Academic Director. We will assist the student to write their complaint in English if needed.
- The Academic Director will keep a record of this document and provide the student with a likely timeframe in which an outcome can be achieved.
- The Academic Director may request a meeting between the student and the other parties involved however, the student is not obliged to attend this meeting.
- The student should receive a written statement of the outcome and the reasons for this decision within 10 working days of lodging the complaint.
- If the student is still not satisfied with the result he/she may contact the British Council or English UK.

In order for complaints to be followed up quickly and effectively, the British Council or English UK will need:

- A written complaint received directly from the complainant, with at least the main points translated into English.
- To be informed as to whether the complainant has already tried to resolve the problem with the school or college directly and, if so, the response he or she has received.

Please post or email your complaint to **British Council:**

**Customer Services  
Accreditation Unit**  
Bridgewater House, 58 Whitworth Street, Manchester  
M1 6BB, UK  
[accreditation.unit@britishcouncil.org](mailto:accreditation.unit@britishcouncil.org)

Please post or email your complaint to **English UK:**

**The Chief Executive  
English UK**  
219 St John Street, London,  
EC1V 4LY, UK  
[tony@englishuk.com](mailto:tony@englishuk.com)



## Disabilities

Should you have special needs or require special equipment due to a physical impairment you should make Interactive English aware of this as soon as possible by informing the enrolment staff, your teachers/trainers or management. Every effort will be made to accommodate your difficulties or impairment. However, where we are unable to assist you or provide an adequate learning and assessment environment we will endeavour to refer you to an alternative education provider that is better able to meet your specific needs.

## Discrimination

Interactive English aims to provide an environment for work and study where no individual is discriminated against for any reason. If you feel you have been discriminated against or harassed you should inform us immediately. Each and every complaint will be dealt with seriously and sympathetically and confidentiality will be respected at all times.

Any person launching a formal complaint has the right to have another person present at this and any ensuing stage of the process. It is important that you come forward with any complaint you may have as soon as possible after the incident. This will ensure that your rights are protected and that other participants are also not subjected to the same inappropriate behaviour.

It is the policy of Interactive English to provide a workplace and learning environment free from all forms of sexual harassment. No person, either male or female should be subjected to uninvited and unwelcome sexual overtures or sexually suggestive conduct be it physical, verbal or visual in nature.

Sexual harassment is illegal in the UK and possibly punishable with significant penalties. Interactive English defines sexual harassment as any physical, verbal or visual sexual conduct that is unwelcome, uninvited or intimidating. It is regarded by Interactive English as misconduct which may, after due investigation, result in expulsion/dismissal of the offending participant or employee without notice.

Sexual harassment may include:

- Leering, patting, pinching, touching or unnecessary familiarity
- Demands for sexual favours
- Unwelcome comments about a person's sex life
- Displays of offensive posters, pictures or graffiti
- Sexual jokes, suggestive behaviour, sexual innuendo, spoken comments, swearing, offensive telephone calls or obscene gestures.

If any such behaviour that you witness or directly experience makes you feel:

- Offended or humiliated
- Intimidated or frightened
- Uncomfortable at work

...then it is against the school's policy and needs to be dealt with. If you experience harassment of this nature there are a number of approaches you may take.

Firstly, if possible, tell the alleged offender that you strongly object to the behaviour and do not want to see it repeated. It may be that the alleged offender is not aware that their behaviour is upsetting or intimidating you and will stop immediately once they are told.

If this does not resolve the situation, or you are not able to do this, you have two options. You can discuss the problem with your teacher or Academic Director or the DoS. You can be assured that your complaint will be treated seriously, sympathetically, promptly and in a confidential