



COMPLAINTS POLICY AND PROCEDURE

All In One Learning Centre aims to listen to all complaints, both formal and informal and try to address the concern in the most suitable way. We will make sure that:

- We inform all students about the complaint's procedure on the induction day.
- We give the chance to the students to raise concerns if any through 1-1 meetings, Early days questionnaires, tutorials and End of course questionnaires.
- We follow appropriate procedure involving relevant managers if a complaint is made.

STUDENTS COMPLAINTS PROCEDURE

We identify two types of complaints that are complaints relating to academic issues and complaints relating to non-academic issues. If you want to make a complaint, please follow the appropriate procedure.

COMPLAINTS RELATING TO ACADEMIC ISSUES:

- If you are unhappy about any aspect of your course, class, level, teaching materials, books, talk to your teachers about it. If you feel that you cannot talk to your teacher because the complaint is about them, you can speak to the Manager.
- The Manager will talk to the teacher on the problem and try to resolve the problem. The manager will provide appropriate support to the teacher where essential.
- If you are still not happy with the result, then you can complete a complaint form which will be provided by the manager.
- The manager will try to resolve any complaint within 7 working days.

COMPLAINTS RELATING TO NON-ACADEMIC ISSUES:

- If you are unhappy about any other aspect of your stay such as accommodation, administrative staff, leisure programmes, then you can talk to the Manager.
- The Manager will listen carefully to your complaint and try to resolve your concern as quickly as possible.
- The Manager will work with the concerned party, staff, students or host families to make things better for you.
- If you are still not happy with the result, then you can complain to the CEO in writing using the complaint form.