

ELH COMPLAINTS PROCEDURE

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At ELH we try to provide a high quality service, but occasionally things may go wrong. Should you feel this has happened to you, the procedure below explains how we would deal with any complaint we receive.

Please tell us as soon as you realise there is a problem. The sooner we know there is a problem, the sooner we can try to put things right.

Firstly, contact the person involved. This may mean speaking to your teacher or coming to the office, or phoning, or sending an email. Explain what has happened and how you think it could be put right.

If you would like a reply, please give us your contact details.

When you complain we will treat you courteously and professionally. If we cannot reply immediately, we will reply within 15 working days.

When we reply we will explain what went wrong and why, and if appropriate, we will apologise, correct any mistakes, and improve any procedures.

If you are not happy with our response, you can write to the Centre Manager, Chis Laing or the DOA, Mihaela Dimitriu, at English Language House. They may need to discuss this with the Director ELH. They will reply within 15 working days.

Reasons and Procedures why ELH would ask a student to leave the school

We want all our students and our teachers to be happy and feel safe in our school.

- If a student breaks the law
- If a student behaves in an offensive or threatening manner to other students or a member of staff,

Procedure for Investigation

ELH will ask the student to come to a meeting.

This student may bring a friend with them.

ELH will ask the student to explain what happened.

The student can explain what happened in writing and bring the paper with them to the meeting.

ELH will ask the student questions about what happened.

ELH will make notes of the meeting.

ELH will ask the student to read and agree the notes.

ELH will ask the student to sign to show that they agree.

If someone else was involved

ELH will ask this person also to come to a meeting.(not the same meeting as the person above).

This person may bring a friend with them.

ELH will ask this person to explain what happened.

This person can explain what happened in writing and bring the paper with them to the meeting.

ELH will ask the person questions about what happened.

ELH will make notes of the meeting.

ELH will ask the person to read and agree the notes.

ELH will ask the person to sign to show that they agree.

Action to be taken

During the investigation, ELH may suspend the student from classes.

After the meeting(s) ELH will decide what action to take.

The student will be informed of the action.

The student may be asked to leave.

Appeal

The student may appeal the decision to the Director ELH, whose decision will be final.

The student must appeal within 2 weeks of the decision.

The appeal must be in writing.

Making a complaint through English UK

If you are not satisfied with the response from ELH, 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.

Making a complaint to the British Council

ELH is an organisation accredited by the British Council. This means we have Accreditation UK which is committed to following up complaints about accredited organisations.

Many of the accredited centres are members of English UK who are partners in the Scheme. If your complaint is about a school or college that is a member we will pass your complaint to them for them to investigate.

If the complaint is about a school or college that is not a member of English UK we will follow up the complaint ourselves.

Most complaints are resolved amicably, however, we do have an independent ombudsman available to make

judgements on more difficult cases.

If you are not satisfied with the response from ELH, you can [find out about how the British Council deal with student complaints](#) and decide if you want to contact them.