

Complaints Policy and Procedure

Bethnal Student Academy (BSA) views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person who has made the complaint.

Our policy is:

- To provide a fair procedure which is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our procedure so that people know how to contact us to make a complaint.
- To ensure everyone at BSA knows what to do if a complaint is received.
- To ensure all complaints are investigated fairly and in a timely way.
- To ensure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve what we do.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Bethnal Student Academy.

Where Complaints Come From

Complaints may come from any customer of BSA. In the case of under-18s, this may be the parent/guardian of the customer.

A complaint can be received verbally, by phone, by email or in writing.

This policy does not cover complaints from staff. All staff must use BSA's staff policies.

Confidentiality

All information related to complaints will be handled sensitively, divulged only to those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the Company Manager.

Complaints Procedure of Bethnal Student Academy

Written complaints may be sent to Bethnal Student Academy at 10-12 Bishops Way, London E2 9HB or by e-mail to hello@bethnalstudentacademy.com.

Verbal complaints may be made by phone to +44(0)2089811457 or in person to any member of Bethnal Student Academy staff at the school at 10-12 Bishops Way, London E2 9HB, in which case we will invite you to put it in writing.

Receiving Complaints

Complaints may arrive through channels designed for that purpose or through any other appropriate or more immediate channel. Complaints received by telephone or in person must be recorded by a member of the staff and sent by email to the relevant department.

The person who receives a complaint by phone or in person should:

- Write down the facts of the complaint.
- Take down the name, address and telephone number of the complainant.
- Note down the relationship of the complainant to BSA.
- Inform the complainant that we have a complaints procedure.
- Inform the complainant what will happen next and how long it will take.
- Where appropriate, ask the complainant to send a written account by email so the complaint is recorded in their own words.

Resolving Complaints

Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the information related to that complaint should be passed to the Company Manager within one week.

On receiving a complaint, the recipient must record it in the Complaints Log. If it has not already been resolved, it will be delegated to an appropriate person to investigate and to take appropriate action. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond. Complaints should be acknowledged by the person handling the complaint within a week. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. Ideally complainants should receive a definitive reply within four weeks.

If this is not possible because, for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether or not the complaint is justified, the reply to the complainant should describe the action taken to investigate it, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

If the complainant feels the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed by the Company Manager or Welfare Manager (Management), in her absence. This request must be made within a week of BSA communicating the conclusion of the investigation and the action taken. At this stage, the complaint will be passed to the Management.

The request for the Management review should be acknowledged within a week of receipt.

They may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

Ideally complainants should receive a definitive reply within two weeks. If this is not possible because, for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether or not the complaint is upheld, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result.

The decision taken at this stage is **final**, unless Management decides it is appropriate to seek external assistance with resolution.

Stage 3

If the complainant is unhappy after the final decision is taken, as member of English UK, our students can send an email to English UK to explain the problem.

The email should be written in English and sent to complaints@englishuk.com. The email must be sent by the complainant or a family member, not an agent.

English UK will talk to the complainant and us to try to find a solution that everyone is happy with. Most complaints are solved at this stage.

More info: <https://www.englishuk.com/complaints>

Variation of the Complaints Procedure

The Company Manager may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Director of Studies should not be dealt with at the Stage Two review by the Director of Studies.

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

Updated 15th of January 2020