

ETC Complaints Procedure

Clients can complain in a number of different ways - face to face, by letter (to: Receptionist, ETC International College, 24 West Hill Road, Bournemouth. BH2 5PG), by phone (+ 44 1202 559044) or by email (liz@etc-inter.net).

When clients contact us to complain, their complaint will be taken by the Receptionist and the information will then be communicated to the most appropriate department / staff member for action.

Complaints procedure – step by step.

Step 1 - Reporting

Details are taken by the Receptionist and forwarded to the most appropriate person (generally the Accommodation and Welfare Officer or the Director of Studies).



Step 2 – Investigation / processing

The person to whom the complaint has been referred investigates the matter and responds to the client as soon as possible – ideally within 2 working days. If the matter involves child protection, protection of vulnerable adults, bullying, harassment or an actual or potential breach of the law, the Lead Safeguarding Officer, Liz Zienkovicz, must also be notified. (Please ask at Reception).



Step 3 – Action / resolution

ETC aims to resolve all complaints within ten working days.



Step 4 - Appeal

Clients may wish to appeal against the outcome of the process at step 3. If the client has spoken to the Accommodation and Welfare Officer, the Director of Studies or another member of the ETC team but is still not satisfied, the client may speak to the Principal. An appointment to meet the Principal should be made via Reception.



Step 5 - External - Other actions that clients may wish to take

If we fail to resolve a client's complaint, they can contact English UK, in writing. This organisation will provide the client with detailed information on its role when investigating complaints about accredited language schools and colleges. The contact details for this organisation are:

English UK,
219 St John Street,
London. EC1V 4LY.
Telephone: +44 20 7608 7960.

English UK will attempt to mediate, but if this fails and you are still not satisfied, the complaint can be put to the independent Ombudsman by English UK, who will issue an adjudication which is binding on the school.

Complaints Books

ETC holds 2 Complaints Books: one is held by the Director of Studies and the other is held by the Accommodation and Welfare Officer.

1. Accommodation and Welfare-related matters: Accommodation and Welfare Officer.
2. Academic and General matters: Director of Studies.

All complaints should also be drawn to the attention of the Principal and / or the Director as soon as possible.

Each Complaints Book is a permanent record of ETC / client relations and should be kept up to date. All entries must be acted upon and the books must be available for internal consultation. ETC aims to learn from the complaints that are received and make complaint-handling a priority.

When completing an entry in one of the Complaints Books, staff should:

1. Date the entry.
2. Indicate all relevant details, including people involved, dates, times, what occurred, etc.
3. Recommend a particular course of action suited to the resolution of any problem and / or obtain advice from another appropriate member of staff (not involved in the original issue).
4. Record the action actually taken and the results of that action, together with the date of any action taken.

October, 2011.