Celtic English Academy

Complaints and Feedback Policy & Procedure for Students

Celtic English Academy takes all complaints and feedback seriously and always follows these guidelines when dealing with a complaint or feedback:

- To listen to all complaints and suggestions.
- To enable students to be able to make complaints and suggestions.
- To resolve problems in the best way possible with a fair and consistent, but flexible approach.
- To use complaints as an opportunity to review and improve the service/s we offer. • To consider and, if practicable, act on suggestions.
- To provide information on the CEA Complaints Procedure to students in their information packs, (this is sent digitally before a student starts at Celtic).
- To tell students verbally during the Welcome Talk about CEA's Complaints Procedure. • To reiterate to students at the end of Week 1,(at the first week feedback drink) who students can speak to regarding any problems.
- To provide all students with an opportunity to give feedback, (complaints and suggestions) at the following opportunities: first week feedback drink, end of term feedback, leavers' feedback and in tutorials.
- To feedback information gathered at the weekly office staff meeting and monthly teachers' meeting and act on any complaints, and where possible, suggestions.
- Where possible, to meet in person, with any student/s making a negative comment on the leavers' feedback form before they leave.
- Where possible monitor and follow up on any comments or suggestions posted on Celtic's social media platforms or Google reviews.
- For the Senior Management Team, Academic, Marketing, Operations Staff to review all student comments from various feedback methods and where possible act on these suggestions.

How do we deal with student's complaints?

Teacher, Timetable or Class

Where possible, we ask students to see their teacher if they are unhappy with their class or level. However, if they are embarrassed, or the problem is with their teacher, they can speak to the Director of Studies (DoS) who will inform them of the proposed action (see below). The DoS will then invite the student/s to come back within a week to see if matters have improved.

The DoS will discuss the problem with the teacher concerned and identify possible solutions. If necessary, the DoS or the Assistant Director of Studies, (ADoS) will observe the class, and if deemed necessary undertake a second observation. The DoS or ADoS, where appropriate, will also give support to both the teacher and student/s e.g. with lesson planning and choice of materials.

If the students are still unhappy, the DoS may move the teacher to a more suitable class. If the problem is due to a personality clash, it may be possible to move the student to another class at the same level.

All the above stages will be documented on Google Drive and updated to Fidelo where relevant.

Where possible the DoS or ADoS will provide a teacher with as much support as possible, for example setting up a peer observation programme, helping with lesson preparation and conducting regular developmental observations. However, if matters do not improve, and the teacher continues to have problems with all classes, then a formal performance management plan may be put in place.

The Academy Premises or Student Services
Complaints about the Academy's premises, student services including social activities, airport transfers, bookings, support staff will be made to the Operations Manager or Student Support Officer. They will listen to the students and then take any appropriate action required.

Accommodation
Complaints about accommodation Residence or Home Stay will be made to the Accommodation Officers.

For homestays, they will try to resolve any concerns by talking with the homestay host. For example, if it is a minor problem such as the type of food being provided. For the residence, they will talk with the residence provider to resolve any concerns. For example, maintenance issues.

If the problem is serious with the homestay provider, the Accommodation Officers will visit the provider, or may ask the provider to come into the Academy for a meeting with the Accommodation Officers and the Head of Operations. In extreme cases, the homestay provider will no longer be used. All complaints are filed on Asana with the homestay provider's details. For serious complaints, the student is asked to fill in the Academy's complaints form. Any complaints in this area need to be dealt with confidentiality and sensitively.

Please note that there can also be occasions where the homestay provider has reason to complain about a student. In this case a similar procedure to above will be followed.

For the residence accommodation, any maintenance issues are reported by the Academy to the residence provider, West Wing, so that their maintenance team can resolve the issues. Depending on the type of maintenance issue, the provider should resolve these within 24, 48 hours or within 1 week. The timeframe to resolve the issue will be given to the Academy's staff who will then communicate this to the students.

If the complaint or feedback is related to bedding, cleaning or the self-isolation packs that Celtic provides, then the Academy will resolve the issue within 48 hours. If the complaint or feedback is related to noise or any other disturbance from the other residents of West Wing, then a warning letter will be issued by West Wing to the relevant parties. In extreme cases, the Academy reserves the right to remove any student who causes the issues from West Wing without any refund.

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Recording of Complaints
Complaints of all categories will be added to the student's profile on Fidelo.

What is the timeframe for dealing with student/s complaints?

1st step	• Respond to the complaint/feedback within 24 hours • Follow-up with relevant stakeholders and resolve within 72 hours, if resolvable. • If escalated to Senior Management, carry out investigation within 1 week and report back to the student/s on the outcome (resolution/or future consideration)
2nd step	• Reply to the staff or stakeholder who escalated the complaint/feedback to Senior Management within 24 hours • Follow-up with relevant stakeholders and resolve within 72 hours, if resolvable. • If investigation is required, carry out the investigation in 1 week and report back to the student/s on the findings/outcome. • If a resolution cannot be reached, refer the student to the English UK complaints service for students from member schools. English UK can then take it higher to the Ombudsman, if required, for a final outcome that the school must abide by.

If you are not happy for any reason, then please feel free to speak with the relevant person, please see below:

If your complaint or feedback is to do with:	**Your Teacher, Timetable or Class**	**The Academy Premises or Student Services**	**Accommodation**
Please See:	1. Helen Lunney - Director of Studies 2. Louise Ellis - Assistant Director Of Studies	1. Sondrine Sharland - Head of Operations 2. Marta Abellan - Operations Manager	1. Alice Harper - Accommodations Officer 2. Claire Garcia - Accommodation Officer

Step 1	Step 2	Step 3
Please speak to one of the relevant people above regarding your complaint. They will either fix the problem when you are there or arrange a time to speak with you after they can investigate your complaint and try to find a solution.	If you are still unhappy then you can ask to meet with , Head of Operations	If you still feel the situation has not been satisfactorily resolved then you contact English UK. The Ombudsman - English UK complaints@englishuk.com