

Complaints Procedure 2024



British Summer School aims to achieve excellence in everything it does by providing students with an outstanding programme that meets or surpasses their expectations. It does this by:

- Delivering all courses in accordance with its brochure, website, and other publicity materials.
- Employing friendly, competent, and responsible staff to deliver its programmes.
- Providing a good welfare and pastoral care service appropriate to students' age, background, and individual circumstances.
- Ensuring all Accreditation-UK requirements are met, as well as meeting all legal, statutory, and Health & Safety requirements relating to all activities undertaken at the summer school.
- Listening to formal and informal feedback and suggestions given by students, parents, parents' representatives, attending group leaders and staff collected when courses are in operation and acting on feedback immediately.
- Reviewing its courses and operations annually and making improvements for the next season.

However, should a Student, Parent, or their Representative be unhappy with any aspect of the course, centre, or service provided, they must let British Summer School know so that the problem can be addressed and resolved immediately.

The following procedure is followed:

1. The Student, Parent, or their Representative contacts the Centre Manager to explain the problem.
2. If the problem is not resolved within 3 working days, an official complaint can be made by contacting the British Summer School Head Office by telephone +44 (0) 1444 444744 or by email admin@britishsummerschool.co.uk
3. British Summer School sends a confirmation that the complaint has been received, usually within 48 hours.
4. The complaint is investigated by a member of the Head Office Team, who acts as the Investigating Officer.
5. If the Student, Parent, or their Representative has a complaint against the Centre Manager or any Head Office Staff Member, they should contact the British Summer School Head Office and ask for the Managing Director.
6. Once sufficient information has been collected, the complaint is considered by the Investigating Officer and an official response is sent, usually within 14 days.
7. If the Student, Parent, or their Representative is unhappy with the outcome/resolution of the complaint, they can contact the Managing Director, who shall undertake a final review of the complaint. A final response is sent within 28 days.
8. If the Student, Parent, or their Representative has a complaint about the Managing Director, they should contact the CEO of Exsportise Ltd by telephone +44 (0) 1444 444777 or by email admin@exsportise.co.uk

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9. If the Student, Parent, or their Representative would like to challenge the Managing Director's or CEO's response, they have the right to request an independent review and should contact English UK by telephone +44 (0) 20 7608 7960 or email info@englishuk.com

Signed:

A handwritten signature in black ink, appearing to read 'S Wood'.

Steve Wood
Managing Director of British Summer School

Date: 1 September 2023

Review Date: 1 September 2024