



Complaints Policy

It is the aim of ISE Brighton that every student should be completely satisfied with their course and with every other aspect of the service provided by the school and its agents.

The school recognises that this level of satisfaction may not always be reached and, therefore, provides a clear complaints procedure that is easy to access and effective in the resolution of any dissatisfaction. The school undertakes to ensure that this policy is rigorously applied and known to all stakeholders.

Complaints Procedure

If you have a problem or complaint about the school, it is important for us to know as soon as possible so we can help you. Please follow the steps below:

1. If you have a problem with your class or your course, speak to your teacher. If the problem is not solved speak to the Director of Studies (DOS) or Assistant Director of Studies (ADOS)
2. If you have a problem with any personal issue, speak to the Welfare Officer. If the problem is not solved speak to the Safeguarding Officer.
3. If you have a problem with accommodation, speak to the Accommodation Officer or Welfare Officer. If the problem is not solved speak to the Managing Director.
4. If you have a problem with the Social Programme, speak to the Social Programme Organiser. If the problem is not solved speak to the Managing Director.
5. If you have a problem with your teacher, ask to speak to the Director of Studies. If the problem is not solved speak to the Managing Director.
6. If you have a problem with some bullying you or another person, speak to your teacher or the Welfare Officer. If the problem is not solved speak to the Managing Director.

If your complaint has not been resolved you should speak to the school director, Oliver Eke. He will record the problem and the proposed solution in the complaints book and will record whether the complaint has been satisfactorily resolved.

If at this stage you are still not satisfied with the result from the Managing Director you can write to an independent quality assurance, English UK. Write to:
The Chief Executive, English UK, 219 St John Street, London, EC1V 4LY or email eddie@englishuk.com

If you do not understand the complaints procedure please speak to the Director of Studies.



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The official version of this document will be maintained on-line. Before referring to any printed copies please ensure that they are up-to-date.