



INFLUENTIAL ENGLISH STUDENT COMPLAINT PROCEDURES POLICY 2025/26

As part of our commitment to maintaining high standards, we provide students with several avenues to express feedback and concerns. Below are the procedures for raising and addressing complaints.

Initial information and feedback opportunities

- **Student handbook**: upon confirmation of enrollment, all students receive a copy of the school's Student Handbook, which includes this complaints procedure.
- **Monthly feedback**: Each month, students are emailed an online feedback form. Additionally, all classrooms feature posters with QR codes for easy access to the form at any time.
- **Feedback content**: The form allows students to comment on various aspects of their experience, including the course, facilities, platform, and reception staff.
- **Handling of negative feedback**: Any negative comments submitted through the feedback form will be reviewed by the Academic Manager, following the outlined procedure. Records of all feedback are maintained in the "IE - Needs Analysis & Monthly Student Feedback Report 2024."

Complaint Procedures

Stage 0 - Informal Complaint

A complaint will generally only be considered if it is first raised informally under Stage 0. Students can raise informal complaints either through the monthly feedback form or by directly approaching a staff member.

When submitting an informal complaint, students are encouraged to:

- Be specific about the issue
- Clearly describe the problem
- Provide evidence where possible
- State the desired outcome

The goal of Stage 0 is to resolve complaints quickly and informally. However, if the issue cannot be resolved informally, the student will be asked to submit a formal Stage 1 complaint within 5 working days.

Stage 1 - Formal Complaint

If a student is not satisfied with the outcome of Stage 0 or is informed that the issue cannot be resolved informally, they have 5 working days to submit a formal Stage 1 complaint.

To initiate a Stage 1 complaint, the student must email the school. The complaint will then be addressed by the relevant member of staff as outlined below:

- **Teachers & Teaching:** Renny Clark - Academic Manager, Craig Miles - School Director
- **Refunds & Finance, IE Online Study Platform, CW Facilities:** Giuseppe Labriola - Sales Manager, Craig Miles - School Director

If none of the assigned staff members can resolve the issue, it will be escalated to the School Director. The School Director will review the complaint and determine whether it was fairly addressed at Stage 0 or Stage 1. If the complaint is upheld, an appropriate resolution will be implemented, and the student will be informed of the outcome via email.

Stage 2 - Final Stage

If a student remains dissatisfied with the outcome of the Stage 1 complaint, they may escalate the issue to the British Council by emailing accreditation.unit@britishcouncil.org.