



ISE - Intensive School of English Language Limited

ISE HOVE: 2 The Drive, Hove, East Sussex, BN3 3JA, UK

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Complaints Policy at ISE

It is the policy of ISE Hove that every student should be delighted with their course and with every other aspect of the service provided by the school and its agents.

The school recognizes 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

A problem about...	Who to speak to	If the problem is not solved speak to:
Your class or your course	Please speak to your teacher	The Director of Studies or Assistant Director of Studies
Any Personal Issues	Welfare officer	Safeguarding Officer
Accommodation	The Accommodation Officer or Welfare Officer	The Managing Director
The Social Programme	Social Programme Co-ordinator	The Managing Director
Your Teacher	Ask to speak to the Director of Studies	The Managing Director
Bullying When another person makes you feel uncomfortable.	Your teacher and Welfare Officer	The Director of Studies or Managing Director



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