



**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

| <b>A problem about...</b>                                    | <b>Who to speak to</b>               | <b>If the problem is not solved speak to</b>    |
|--------------------------------------------------------------|--------------------------------------|-------------------------------------------------|
| Your class or your course                                    | your teacher                         | The Director of Studies or Reception            |
| Any Personal Issues                                          | <b>The Welfare Officer</b>           | <b>The Safeguarding Officer</b>                 |
| Accommodation                                                | <b>The Accommodation Officer</b>     | <b>The Managing Director or Welfare Officer</b> |
| Activities or social programme                               | <b>The Activity Coordinator</b>      | <b>The Managing Director</b>                    |
| Your Teacher                                                 | The Director of Studies or Reception | <b>The Managing Director</b>                    |
| Bullying or when another person makes you feel uncomfortable | <b>The Welfare Officer</b>           | <b>The Safeguarding Officer</b>                 |

### Document history:

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10 October 2018 (Chris Edge) Revised and agreed

24 January 2020 (Lawrence Eke) Revised and Agreed

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