ISCA SCHOOL OF ENGLISH

POLICY DOCUMENT

Complaints Procedure

Policy Title	Complaints Procedure
Policy Owner	Principal
Approved By	Sarah Tomlinson, Principal
Related Documents	English UK Complaints Procedure available on English Uk website ·Student disciplinary procedure Student Behaviour Guidelines- student handbook

1. Purpose

This document sets out the Isca School of English's complaints procedure. It provides staff, students and families with a clear understanding of how concerns and complaints are handled.

2. Policy Statement

The Isca School of English takes all complaints seriously and is committed to resolving them promptly, fairly and consistently. All complaints will be acknowledged, investigated and responded to in accordance with this procedure.

3. How to Make a Complaint

Step 1 - Informal Resolution

In the first instance, students, parents or agents are encouraged to raise any concern directly with the member of staff involved, the class teacher, or a member of the management team. Many concerns can be resolved informally at this stage.

Step 2 - Formal Complaint

If the concern is not resolved informally, a formal complaint may be made in writing (by email or letter) to the Principal: Sarah Tomlinson at study@iscaschool.com. The complaint will be acknowledged within 5 working days and a full response provided within 14 working days.

Step 3 - External Escalation

If the complaint is not resolved to the complainant's satisfaction, it may be referred to:

- English UK · 219 St John Street, London EC1V 4LY · info@englishuk.com
- British Council Accreditation UK (if relevant to accreditation standards)