



Complaints Procedure

The school's complaints procedure is set out below, as mentioned in the induction lesson and on notice boards:

Problems and Complaints

We hope you enjoy your stay in Bath, and that you have a great time! However, it may be that at some time you are unhappy with something, or need help. Here is an explanation about what you should do, and what we will do.

1. If you have a problem, please come and tell us about it. Talk to your teacher, Jo, Tina or Mark. We will do our best to find a solution. Usually we will be able to help.
2. If you are still not happy, you must tell us, so we can try to find another solution.
3. If you feel that we have still not helped you enough, we will arrange a meeting with a senior member of staff, at which you can explain why you are not happy. They will take notes of the meeting as a record, and we will try again to resolve the problem.
4. If the problem continues, you can write a letter of complaint. We will arrange a meeting with the Principal. The Principal will record details of the meeting, and will give you a written reply as soon as possible after the meeting. We will contact your agent and/or parents (if appropriate) to let them know what we are doing. We will still try to resolve the problem during this process.
5. If you still are not satisfied, then you can take your case to English UK, the professional body for schools accredited by the British Council. Your complaint will then be considered by an independent body. Please ask for details about how to do this from the school.