



BRITISH STUDY CENTRES
Great Things Start Here

School Complaints Procedure

Our Vision

To provide customers with stepping stones to their future by delivering outstanding and transformational learning experiences.

Our Mission

By believing that **Great Things Start Here** and standing behind all that this means. If we believe it, our customers will achieve it!

Our Values



AIM HIGHER

We proactively make suggestions and solutions for challenges and opportunities.



COLLABORATE

We are team players - we treat everyone with respect and understand that we succeed collectively, not as individuals.



COMMUNICATE

We communicate in a timely way with clarity, respect and transparency.



CUSTOMER FOCUS

We seek to provide consistent high quality experiences that customers will remember.



EMPLOYEE FOCUS

We seek to reward and recognise excellence and innovation within our employees.

School Complaints Procedure

At BSC we aim to provide consistent high quality experiences to our customers but if something does not meet your expectations, please tell us about it. This will help us to continuously improve our service and allow us to proactively address any challenges or opportunities that may occur during you're time with us.

If something isn't the way you expected it to be, please tell us so we can find a solution and ensure you have the best experience with us possible.

When a student has feedback we take it very seriously and want to make sure the right people get the correct information as soon as possible. Please see the process below to help us improve your and other students' experience at our schools.

ACADEMIC ISSUE

The first step is to speak with your teacher informally to see if they can help you with advice or guidance

If this does not meet your expectations, you should make an appointment to speak with the Director or Assistant Director of Studies

If the resolution to your request is not satisfactory, you should make an appointment to meet with the Student Experience Manager

Finally, if you feel that you still want to speak to someone, send an email to Ed Brandt, Director of Student Experience

Ed.Brandt@british-study.com

NON ACADEMIC ISSUE

Accommodation / Payment / Course Dates / Transport etc

Go to reception and speak with one of our Student Experience Facilitators

If you continue to feel like your expectations are not being met, make an appointment with the Lead Student Experience Facilitator

If the resolution to your request is not what you expected, you should make an appointment to meet with the Student Experience Manager

ENGLISH UK

You may also contact our national association, English UK, who can look at your complaint independently. Their contact details are:

English UK
219 St John Street, London
EC1V 4LY
Tel: +44 (0)20 7608 7960

Email: enquiries@englishuk.com

Web: www.englishuk.com