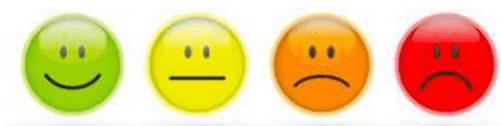


# Complaints Procedure



Brooke House College Summer School hopes every student has a great time during their stay with us. However, if there is anything you are not happy with or you are worried about something, please do not be afraid to talk to us. We take things like this very seriously and will never punish anyone who chooses to make a complaint.

Summer School aims to solve all problems as quickly and as well as we possibly can. Anyone with parental responsibility for a student (parent, guardian, agent or group leader) can also complain if they are not happy with the service they receive.

The table below shows what you should do if you have a problem or complaint, as well as what will happen after you have spoken to someone.

What you should do	What will happen
<b>Informal:</b> Discuss the problem with the teacher, residential activity leader or the Matron. The aim at this stage is to resolve the complaint at source. All staff will hope to be able to resolve issues straight away or, if that is not possible, through mediation. This should include advice, information and discussion and explanation.	The member of staff concerned will help to ensure you have all relevant details. The complaint and action taken in response will be recorded.  If initial attempts to resolve the issue are unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further, then formal procedures will need to be invoked.
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<b>Formal Procedures</b>	
If your complaint is about the Director of Studies or Operations Manager go to Stage 2.	
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<b>Stage 1:</b> Write to the Director of Studies or Operations Manager stating that you are making a formal complaint. State your complaint; give all relevant details, your name and how you may be contacted. <b>The Matron can help you with this.</b>	You should receive: <ul style="list-style-type: none"> <li>○ an acknowledgement within 5 working days</li> <li>○ the findings of the Director of Studies or Operations Manager within 10 college working days.</li> </ul>
▼	
If you are not satisfied with the findings of the Director of Studies or Operations Manager or your complaint is about the Director of Summer School go to stage 3	
▼	
<b>Stage 2:</b> Write to the Director of Summer School. State your complaint; give all relevant details including why you do not accept the findings of Activity Manager, Director of Studies or Residential Co-ordinator, your name and how you may be contacted. <b>The Matron can help you with this.</b>	You should receive: <ul style="list-style-type: none"> <li>○ an acknowledgement within 10 college working days</li> <li>○ the findings of the Director of Summer School within 20 college working days.</li> </ul>
▼	
If you are not satisfied with the findings of the Director of Summer School	
▼	
<b>Stage 3:</b> Write to the College Owners within 10 days stating why you are not satisfied with their findings. Request that a Complaints Panel is set up to investigate the matter. <b>The Matron can help you with this.</b>	The College Owners will set up a panel to meet within 15 days. You must receive copies of any written materials to be used at least 5 college days before the Panel meets. The Panel will advise you of its findings within 5 college days.  <b>THIS DECISION IS FINAL</b>



Brooke House College Summer School is accredited by the British Council. You are able to raise a complaint with the council. Details of how to do this can be found on their website

<https://www.britishcouncil.org/education/accreditation/information-students-agents/student-complaints>

