

Complaints Procedure 2021



At Bede's Summer School, we endeavour to provide students with an outstanding programme that meets or surpasses their expectations and achieve excellence in everything that we do, by:

- 1) Delivering all courses in accordance with our publicity materials
- 2) Employing qualified, competent and responsible staff to deliver outstanding programmes
- 3) Providing a first-class welfare and pastoral care service appropriate to students' age, background and circumstances
- 4) Ensuring all Accreditation-UK requirements are met or surpassed, as well as meeting all legal, statutory and Health & Safety requirements relating to all Bede's Summer School activities
- 5) Listening to informal feedback and suggestions given by students, parents, agents, group leaders and staff and by reviewing our courses and operations annually
- 6) Carefully monitoring student satisfaction rates during the course, following up and acting upon any negative feedback immediately to improve students' Summer School experience
- 7) Publishing student final questionnaire results annually on our website to give parents a full understanding and realistic picture of Bede's achievements

If a Parent (or their representative) is unhappy with any aspect of the service provided by Bede's, they must let the Summer School know immediately so that it has the opportunity to address the problem. The following procedure will be followed:

- 1) The Parent will contact the Centre Director by telephone or email to explain the problem and give them an opportunity to rectify the problem locally and informally, as part of our customer care response service.
- 2) Should the problem be unresolved within 3 working days and the Parent wishes to make an official complaint, they should contact the Director, by telephone 01323 356691 or by email summer.school@bedes.org
- 3) The Director, who will act as the official intermediary between the Parent and Bede's Summer School, will send the Parent confirmation that the complaint has been received within 48 hours.
- 4) The complaint will be investigated by the Director who will act as the Investigating Officer and the investigation may involve: clarifying details of the complaint with the parent; speaking to the student concerned; speaking to centre staff; checking factual information/official logs; reviewing student questionnaires.
- 5) If the Parent has a complaint against the Centre Director or any Head Office Staff Member, they should contact the Summer School's Head Office and ask for the Director of Summer School.
- 6) Once sufficient information has been collected, the complaint will be considered by the Director and one other member of the Head Office Management Team and the Director will send Bede's official response to the Parent within 14 days.
- 7) If the Parent is unhappy with Bede's official response, they may contact the Headmaster of Senior School in writing or by email at summer.school@bedes.org, who shall undertake a final review of the complaint. The Headmaster will send his response to the Parent within 28 days of receiving the Parent's letter/email.
- 8) If the Parent would like to challenge the Directors response, they have the right to contact English UK for an independent review at English UK by telephone 020 7608 7960 or email info@englishuk.com

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Notes:

- i) Unmet special requests such as accommodation preferences do not constitute a complaint and will not be subject to this Complaints Procedure.

Signed:

A handwritten signature in dark ink, appearing to read "D. Lawrence", is placed over a light grey rectangular background.

Position: Assistant Director of Summer School

Date: 1 September 2020

Review Date: 1 September 2021