



STONYHURST

Language School

COMPLAINTS POLICY

Stonyhurst Language School (SLS) takes any complaints against any aspect of the course, or persons working at the course, extremely seriously.

STUDENTS

If you have any problem with any part of your stay, it is important that you speak to the right person in the school. All our staff will be happy to help you.

Lessons

First of all speak to your **teacher**, or if you feel you cannot speak to your teacher, please speak to our **Director of Studies, Stephen Culhane**.

Teacher

If your complaint is about your teacher then please speak to our **Director of Studies, Stephen Culhane**.

Accommodation

If you have any problems with your accommodation, please either inform your **House Parent**, or go to the **Stonyhurst Language School (SLS) Office**, and speak to **Emily Elliott**, or any member of the **administrative staff** there.

Activities

If you have any problems with activities, please speak to our **Director of Activities, Corinna Atkinson** or our **Deputy Director of Activities, Isabelle Thornton**.

If any of these people are not available, you can always speak directly to the **Course Director, Matthew Siegal**.

After speaking to the right person, if you are still unhappy, you can always follow our formal complaints procedure. The procedure is as follows:

1. Ask for a **complaints form** and envelope from the **SLS office**.
2. Please **complete the form** with as much information about your complaint as possible. Please return the form to the SLS office. The form will be given to **Matthew Siegal**, the **Course Director**.
3. The Course Director will consider your complaint and contact you as soon as possible to arrange a convenient time to **talk about your complaint in private** with him. This meeting will take place, whenever practical, within 48 hours of your complaint form being submitted.

Stonyhurst Language School
Stonyhurst College, Clitheroe, Lancashire BB7 9PZ, England
Telephone: +44 (0)1254 827270 Fax: +44 (0)1254 826976
Email: summerschool@stonyhurst.ac.uk
Web: <https://languageschool.stonyhurst.ac.uk>





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4. After your meeting, The Course Director will discuss your complaint with other Directors at the school, and a decision will be made about what action will be taken within **24 hours**.
5. Your parents will be informed of your complaint, and the action that will be taken.
6. A further meeting will be arranged with you in private. At this meeting, you will be told of the decision of the directors. If you are still unhappy, the procedure for making a complaint to **English UK** will be explained to you. All complaints are written down and filed, and in the case of formal complaints, you will be given a copy.

PARENTS

If you have any complaints about any aspect of the course, or are informed of any complaint your child has, please do not hesitate to contact the Language School directly. This can be done by:

1. **Email.** Please write to either the **Language School Coordinator, Emily Elliott** at summerschool@stonyhurst.ac.uk or **Matthew Siegal, Course Director** at SLS-Director@stonyhurst.ac.uk.
2. **Telephone.** You can telephone the SLS Office directly on: +44 (0) 1254 827270 or, +44 (0) 1254 827315 between the hours of 08:30 – 17:00. Outside of these hours, please contact security on +44 (0) 1254 826345 or message via WhatsApp on +44 (0) 7912 269535.

Your complaint will be discussed between the Directors of the summer school, and the Course Director will respond to your complaint either by phone or email within 24 hours.

If the complaint is of a serious nature, a **Complaints Form** will be sent to you to fill out. A response to your complaint will be written down and sent to you within 48 hours.

If your complaint is not dealt with to your satisfaction by the Language School you can register your complaint with **English UK**.

English UK is the world's leading language teaching association and your guarantee of high quality and good service. Students can appeal to English UK if they are dissatisfied with the way Stonyhurst Language School deals with a complaint. See <https://www.englishuk.com/en/students/complaints-procedure>

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