



Complaints Procedure for International College students

The aim of St. Clare's is **to provide the best possible experience for students** on all its courses at Bardwell Road – that includes English Language, English plus Academic Subjects, University Foundation and Liberal Arts.

However, there may be times when you are not happy with:

- our **policies** and **procedures**; or
- our **programmes** (academic, accommodation, activities, welfare); or
- the **people** at St. Clare's (the members of staff or your fellow students).

(Please note that if you are under 18 years of age your parents or your agent may be involved at any stage of the discussions.)

What to do if you have a complaint

Step 1:

Tell a member of staff about your question or complaint **immediately** so that we can begin to solve it in a **friendly and effective** manner.

- If it is an academic matter, speak to your teacher or the Director of Studies.
- If it is a non-academic matter, speak to your warden or the Summer Dean/Office Manager.

We will investigate the circumstances **informally** and, where possible, a solution found to the problem.

Step 2:

If you are not satisfied with the answer, speak to the Course Director.

We will hold a **more formal meeting** to investigate the circumstances and confirm the decision in writing within 48 hours.

Step 3:

If you are not satisfied with the decision, you may write to the Principal of St. Clare's. (Your parents or agent may help you to write this letter.)

We will **investigate the complaint again** and confirm the decision in writing within 28 days.

Step 4:

If you are still not satisfied with the decision of St. Clare's, you may contact the official organisation which accredits the programme and ask for further advice. (Please ask for details in the General Office)

- The **official accrediting organisation** will try to help you and the college to reach an agreement.
- If this fails, you may complain to an **independent judge** (the Ombudsman) who will make a decision which **both you and the college must accept**.