# STCLARE'S OXFORD

## **Complaints Procedure:** International College & Short Courses

At St Clare's we aim **to provide the best possible experience for learners** on all our courses. This includes ELT and Subject courses at the International College year-round; specialist short courses throughout the year; and courses for juniors and teenagers during the summer.

We recognise that there may be times when you are not happy with the service and wish to make a complaint about:

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

(Please note: 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 the office team, your warden or the Summer Dean/Operations Manager.

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

#### Step 2:

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

We 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, write to the Principal of St Clare's. (Your parents or agent may help you to write this letter.)

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

#### Step 4:

If you are still not satisfied with our decision, contact your **'home institution'** or **university**, or one of the organisations that accredits courses at St Clare's: English UK under the Accreditation UK Scheme; the Independent Schools Inspectorate for Private Further Education; or IALC (International Association of Languages Centres).

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



