Policy reviewed by: Caroline Browne / Ed Browne
Date: June 2025

Complaints Policy

The Complaints Policy and Procedures are based on and conform to statutory and non-statutory guidance contained in 'Inspection criteria, requirements and additional guidance (edition: CRG2024)'

The following is a description of our complaints procedure, what we do and how we inform the students how to go about making a complaint. The staff at Severnvale Academy always do their best to ensure our students have the best experience and where complaints are given the team strive to find an effective resolution quickly and professionally.

1. Complaints Procedure – Adult Students

- The students' induction folder includes an 'Anytime' feedback form (Appendix 1) and written information about what to do if they have a problem and who to go to with that problem (Appendix 2). When an adult student starts a course at Severnvale Academy they will receive an induction talk explaining this procedure.

- The 'Help' list advises students' which staff members at Severnvale can help with particular issues but during the students' induction it is stressed that if in any doubt at all, approach any member of staff, who will get the appropriate help. It is strongly emphasised many times during the induction that we are very flexible and encourage students to come to us immediately with any problems/queries as opposed to at the end of their course. If a student wishes to discuss their complaint in privacy they can ask to speak to the appropriate member of staff in private.

General complaints: Ed (Managing Director) & Caroline Browne (Principal)

Host family problems: Stephanie Howarth (Accommodation Officer) (or Ed & Caroline if not available)

Complaints about staff or other students: Ed & Caroline Browne

Problems with the course/schedule: Ed, Caroline or Stephanie Howarth

Payment/refund issues: Ed & Caroline Browne

- Students will also be asked to complete an end of course feedback survey either online or by the printed copy supplied to them before they leave. Students are advised to use this as an opportunity to provide all feedback, positive or negative in order to maintain continuous improvement of our services.

- Information can also be found on our website for all to access which details procedures on how to provide feedback on an individual's experience with Severnvale Academy.

- Students are told that they are also free to contact the English UK or British Council, an independent body, with any complaints that they do not feel have been resolved to their satisfaction. (info@englishuk.com / +44 20 7608 7960) (accreditation.unit@britishcouncil.org +44 (0)161 9577755)

- All staff are fully trained in recording all grievances with office staff, following the correct code of conduct including strictly adhering to the Severnvale Bullying Policy and Health & Safety Policy at all times.

- All staff at the Academy will try to resolve complaints at the earliest opportunity in order to stop them escalating. If teachers feel that they have been unable to resolve a concern or complaint and that a situation is escalating, they should refer the issue to the Director of Studies, Principal or Managing Director in order to try and establish a resolution.

- When a student complains, a record is entered on the database.

2. Complaints Procedure – Junior Students & Group Leaders, Parents or Legal Guardians

Group Leaders

Group Leaders are provided with information in their 'Group Leader Pack' which they receive on arrival (Appendix 3). This pack includes written information about what to do if they have a problem and who to go to with that problem.

Teaching and management staff always maintain regular communication with all group leaders. This not only builds the working relationship but also ensures the Group Leaders are comfortable speaking with any member of the Severnvale Academy Team.

Parents or Legal Guardians

Parents or Legal Guardians are provided with information, found on our website for all to access, which details procedures on how to provide feedback on an individual's experience with Severnvale Academy.

Juniors Students

Junior students often communicate any concern direct to their group leader or to their own family, which in turn is then reported back to the Severnvale team for immediate action.

Juniors Students also know that they can talk to any of their teachers or indeed their host family if they have any feedback, positive or negative.

Junior students are given a feedback form at the end of their course which allows them to leave positive or negative feedback relating to all aspects of their time at Severnvale Academy. This can be left anonymous if preferred.

Appendix 1: Anytime Feedback Form

‘Anytime’ Feedback Form

You may want to give us some comments or feedback during your course**.** If so, you can simply complete this form, or you can come and talk to us face-to-face in the office where we will be glad to hear your thoughts.

If you prefer to remain anonymous, you can simply complete this form without your name and put it in the brown letterbox in the student lounge (next to the main door).

Your NAME (optional – you do NOT need to complete this if you don’t want to) _

Comments about **teachers & teaching**

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_____

_____

Comments about **facilities, decoration, equipment and social events**

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_____

Comments about **accommodation**

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_____

Any **other** comments

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Appendix 2: Adult Student Induction

Complaints Procedure

It is important for us to make sure you are getting the most out of and enjoying your time whilst studying at Severnvale. But if you ever have a serious complaint about any aspect of your stay here, we hope you will have enough confidence in us to talk to the person most directly concerned:-

General complaints: Ed and Caroline Browne

Host family queries: Stephanie Howarth (or Ed and Caroline if not available)

Complaints about staff or other students: Ed and Caroline Browne

Problems with the course/schedule: Ed and Caroline Browne

Payment/refund issues: Ed and Caroline Browne

You can also use the 'Anytime Feedback' form in your file to offer your feedback and comments. If you have any PROBLEMS (personal or academic) you can speak to the people mentioned above, or the member of staff with whom you feel most comfortable discussing the problem.

If you want to make a complaint without saying who you are, please write it down and put it in the box marked **'Students' completed Questionnaires, Suggestions and Comments'** in the lounge**.**

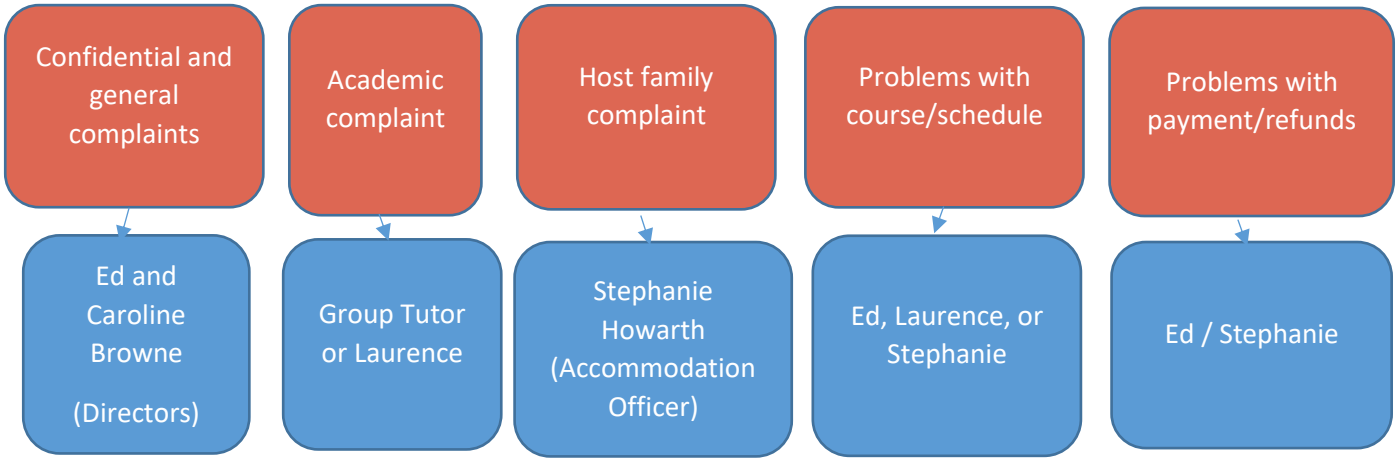
You will also be asked to complete an online end of course feedback survey before you leave. Please use this opportunity to give feedback (good or bad!). We are always interested in your comments and will do our best to respond accordingly.

Please remember, we are always here to support you!

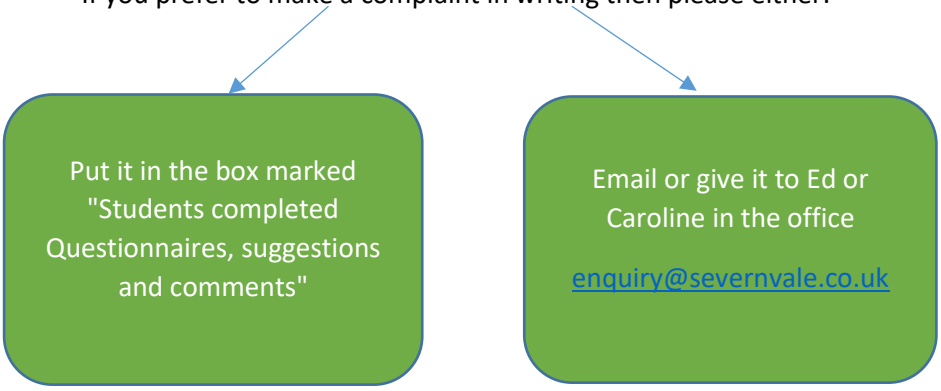
What to do if you have a complaint

Who should I go to?

You can always talk to ANYONE here at Severnvale in confidence, but you may want to speak to the person most directly concerned:



If you prefer to make a complaint in writing then please either:



We will do our best to deal with to your complaint immediately, in any case, within 48 hours. Severnvale Academy is accredited by the British Council and a member of English UK. English UK is the national association of accredited English language centres in the UK. They both represent UK English language teaching nationally and internationally, promoting the highest quality, supporting member centres and working to ensure that students enjoy the best-possible experience in the UK.

If, after we have responded you are still unhappy you can contact English UK on info@englishuk.com or alternatively contact the British Council with your complaint at accreditation.unit@britishcouncil.org.

Feedback Form

You may want to give us some comments or feedback during your course**.** If so, you can simply complete this form, or you can come and talk to us face-to-face in the office where we will be glad to hear your thoughts.

If you prefer to remain anonymous, you can simply complete this form without your name and put it in the brown letterbox in the student lounge (next to the main door).

Your NAME (optional – you do NOT need to complete this if you don't want to) _

Comments about **teachers & teaching**

_____

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Comments about **facilities, decoration, equipment and social events**

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Comments about **accommodation**

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_____

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Any **other** comments

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Appendix 3: Group Leader Pack

If you ever have a serious complaint about any aspect of your stay here involving either yourself or your students, we hope you will have enough confidence in us to talk to the person most directly concerned:-

General complaints: Ed and Caroline Browne

Host family problems: Stephanie Howarth (or Ed and Caroline if not available)

Complaints about staff or other students: Ed and Caroline Browne

Problems with the course/schedule: Ed, Caroline or Stephanie

Payment/refund issues: Ed and Caroline Browne

You are always welcome to come and talk to a member of Severnvale staff if you have any PROBLEMS (personal or academic) relating to you personally or your group. You can speak to the people mentioned above, or the member of staff with whom you feel most comfortable discussing the problem.

We want you and your students to get the most out of your time with us, so it is important that we work together so any complaints that may arise are dealt with effectively and efficiently. All feedback, whether positive or negative, is helpful to us and useful for resolving any issues, so please feel as though you can tell us your comments.

Please remember, we are always here to support you!