

## Complaints Policy

Problems sometimes arise from misunderstandings which can be easily addressed. Most concerns and complaints can be sorted out quickly by speaking with your teacher or another member of staff. If, having spoken to the person concerned, you still have concerns; you should see the school Managing Director whichever is the concern. They will investigate the problem and discuss their findings with you so that we can find a way forward together which serves the best interest of both the school and yourself. In the unlikely event of the problem remaining unresolved you can put your complaint in writing.

The correspondence, statements and records of complaints are to be kept confidential (Note that this does not apply to the requirement of the school to provide parents (where applicable), and other interested parties, with information about the number of complaints registered under the formal procedure during the preceding year, nor to inspectors conducting inspection).

### Teaching

A complaint may arise from the class methodology, materials, and suitability of resources, classroom or the number of students in a class. All complaints are taken seriously.

### Complaints Procedure

If you have an academic problem or complaint, then:

Step 1. Speak to your teacher

If you still have a problem, then:

Step 2. Speak to the Administrator

If your problem is still not resolved, then:

Step 4. You can contact Managing Director

You can contact our school inspection organisation:

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