



Erin School of English Complaints Policy

We hope that you will be happy here at Erin School of English but if you aren't you don't need to suffer in silence. You can talk to your teacher, our student support office, reception or a member of management. Most problems can be resolved quickly but for more serious issues you may wish to make a formal complaint.

All formal complaints must be made in writing (email is acceptable) and made to the Director of Studies (Stacey Pope – spope@erin-school.com). The complaint must include:

- The name of the individual, group or service about which you wish to complain
- All relevant details of your complaint
- The dates and times of the events
- Witnesses
- Account of the circumstances of the complaint, including any previous actions taken to remedy it Any other supporting evidence you wish to submit Any suggestions you have for resolving the issue

Complaints should normally be made with one-two weeks of the event in question so that they can be dealt with as efficiently and quickly as possible.

The Director of Studies will issue an acknowledgement of receipt of the complaint in writing and conduct an appropriate investigation of the complaint. This investigation may include interviewing the complainant, the respondent, any witnesses named and seeking any other relevant information necessary to determining an appropriate resolution.

A written recommendation on how the complaint has been/will be resolved will then be issued within 10 days of the initial complaint.

If either complainant or respondent wish to appeal the decision this must be made in writing to the Director of Operations within five days. If this fails to resolve the issue then the issue may be passed on to QQI.

The school is here to help and protect both students and staff and we will do our utmost to ensure that your time here is safe and happy.

False and/or maliciously motivated complaints will result in disciplinary action up to and including expulsion.



Complaints Form

Person or service you wish to complain about:

Date:

Time:

Witnesses:

Details of Incident:

Is there any background information you would like to add?

Details of previous action taken to resolve the issue, if any

How would you like to see the issue resolved?