

# COMPLAINTS PROCEDURES FOR STUDENTS

## STUDENT COMPLAINTS PROCEDURE

At Foyle International we aim to provide a quality service to our students and to provide a safe and supportive environment where students can study, learn and enjoy their experience. We try to anticipate any potential problem areas and deal with these before they can become serious problems.

From time to time, however, disagreements can arise. What follows is general advice about the practical steps you can take to raise your concerns.

In the majority of cases, the best way to resolve a problem is to talk to somebody at the school. This might be a Teacher, Department Manager, Institute Director, or even one of the Student Mentors. Although most problems can be resolved at this stage, it is sometimes necessary to make a more formal complaint.

### How to raise your concerns/Make a formal complaint

1. Contact the school and arrange a time to discuss your concerns. The relevant person at the school may need to call you back, or it may be best for you to arrange a time to visit the school.
2. Write a letter to the HR Manager (Foyle International, 17-21 Magazine Street, Derry). The aim will be to resolve the matter as speedily as possible.
3. If following the investigation you're still not happy, you can refer your complaint to English UK.

English UK is the official body which looks after accredited language schools in the UK.

You can access further information on the following website: [www.englishuk.com](http://www.englishuk.com)