

Complaints Procedure

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Please make any complaint in writing. We take all complaints seriously and will do our very best to resolve the issue to your satisfaction. Please write to us as soon as possible to help us deal with your complaint quickly.

Complaint Forms

You can get a complaint form:

- on paper from reception
- by asking us to send you an electronic copy
- from our website at <http://www.albaenglish.co.uk/terms-and-conditions>

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1. **Write down your complaint** in English. If you need help with English to explain your complaint, we suggest asking for help from...

- a) a friend or family member
- b) your teacher or Alba staff member (who is not involved in the complaint)
- c) a professional translator (if your complaint is of a very serious nature)

Please include as much detail as you can. Send your complaint to:

Jenny McLay School Director jenny@albaenglish.co.uk or
Hugh Black Academic Manager hugh@albaenglish.co.uk

2. The School Director, Jenny McLay will **investigate your complaint**. (If the complaint is about the School Director, or if she is absent, the complaint will be investigated by the Academic Manager). This **may include meeting you** to find out more information about your complaint. **Please bring a friend**, family member or staff member to help you explain or for support if necessary.

If your complaint is about a staff member, host family or other person, **we may need to talk with them directly** about your complaint. Information about you and the complaint will be shared internally, **only as necessary to investigate and resolve your complaint**. We will only disclose your information to third parties (people outside Alba English School) with your consent, or if we are legally required to do so.

Under UK data protection law you have the right to ask for a copy of the information we hold on you, and the right to ask us to correct any inaccuracies in that information.

3. If your complaint is upheld, you will get a full **apology** and we will **explain the action we will take** to put things right. **We will respond to complaints as soon as possible** but ideally within 5 working days. If your complaint is complicated, we will explain delays and keep you informed of progress.

If you are still unsatisfied with the outcome of your complaint, **you can ask us to investigate your complaint further**. Further investigations will include a second Alba English staff member (the Academic Manager if possible).