



## Complaints Procedure

We hope that you do not have any problems at Portsmouth English Language School, but if you do, there are **four stages** to our *complaints procedure* below

### **Stage 1:**

You may put a small complaint, or a suggestion into the "*suggestion box*" in **Reception**. You may also comment on your weekly "*class feedback*" form, which your **teacher** will give you. We check the suggestion box and class feedback forms every week.

### **Stage 2:**

The next stage if you have a problem is to speak to your **teacher**, your **Welfare Officer**, or any **other member of staff**. We will try our very best to help you at this stage.

### **Stage 3:**

If you are still unhappy, and you feel that your complaint has not been resolved, the next stage is to make an appointment with the **Director of School and Studies**. The **Director** will see you as soon as possible, as we will want to solve the problem quickly.

### **Stage 4:**

If you still feel that you have a problem, and the school has not been able to help you, you can email the British Council ([accreditation.unit@britishcouncil.org](mailto:accreditation.unit@britishcouncil.org)) and make a **formal complaint**.

**You must only make a formal complaint if you have already followed stages 2 and 3 above.**

Remember-we can only help you if we know there is a problem. It is very important to tell us if you have a complaint so that we can resolve it as quickly as possible.