

## 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 Welfare staff or Operations Manager. They will investigate the problem and talk to you about how to solve the problem. If you are not happy with the solution, you can put your complaint in writing.

MDA management will take all complaints seriously and put these into our Complaints Log.

The Student Handbook contains pictorial information on who students should approach with regards to any issues.

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 family (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).

## Complaints Procedure

If you have a problem or complaint, then:

Step 1. Speak to your teacher.

If you still have a problem, then:

Step 2. Speak to the Administrator and Welfare Officer.

Step 3. Speak to the Operations Manager.

If you still have a problem, then:

Step 4. You can contact the CEO.

You can contact any of the College's inspection organisations:

British Council

English UK

NCC Education