



Complaints Policy and Procedure

Lyons Languages welcomes feedback, both positive and negative, as it enables us to improve the quality of the service we provide.

If you are not happy with any aspects of the school, or the services you have received from the school, our Complaints Policy and Procedure sets out the way in which:

- anyone who has experienced dissatisfaction with the services Lyons Languages provides can raise their concerns;
- staff should deal with complaints from students, parents, homestay hosts, contractors, visitors and others.

Anyone not satisfied with the level of service should feel able to approach relevant staff to address their concern promptly and directly, and every attempt should be made to resolve complaints informally through a dialogue with those immediately concerned.

Response

The School will respond to any dissatisfaction with its services fairly and promptly:

- An initial response will be provided within 10 working days.
- A further, more detailed response will be made if necessary.
- Complainants may be offered a meeting with the parties involved if appropriate.
- Information on how to take the complaint further will be provided if you are not satisfied with the school's response.

If the complaint is regarding academic matters, the primary contact is the Director of Studies, Siobhan Lyons. If the complaint concerns any aspect of welfare provision, the primary contact is the Director in charge of Welfare, Rosalind Lyons. Consideration of any complaint will refer to Lyons Languages' policies on academic policy, staff and student codes of conduct and behaviour, safeguarding, anti-bullying and abusive behaviour, whichever is or are appropriate to the situation.

Responsibilities

All School staff have a responsibility for receiving complaints, treating them seriously, and dealing with them promptly and courteously in accordance with the procedure set out below. The Directors have a responsibility for resolving a complaint, and leading or contributing to an investigation into a complaint when appropriate.



Procedures for Dealing with Complaints in the School

- Concerns should be raised in the first instance with the person or area concerned as soon as possible, and not later than four weeks after the incident.
- If the issue cannot be resolved at this point the complainant should refer to the Director of Studies (for academic-related matters), or the Director in charge of Welfare.
- If appropriate, a meeting will be offered between the person complaining and the area they are complaining about to arrive at an agreed resolution.
- If a complaint is about a member of staff, it should be referred to the Director of Studies.

Complaints may be made in person, by phone or by e-mail. The complainant will be kept informed of progress at all stages, with an acknowledgement of the complaint made within three working days, and an initial response within 10 working days. All outcome letters should be copied to both Directors.

The Director/s will investigate and decide to:

- decide that the complaint is unfounded, giving reasons;
- propose an amicable resolution;
- uphold or partially uphold the complaint, offer an apology, take appropriate steps to address the issue and to avoid a similar problem arising in future.

All complaints will be dealt with as quickly as possible. All formal complaints will be acknowledged, an initial response will be given within 10 working days and a further, more detailed response provided where appropriate.

Staff requiring help should contact the Director of Studies.

Students requiring help should approach their tutor or one of the Directors.

Record-Keeping

The Directors will maintain a clear record of all complaints dealt with and will ensure that any complaint will inform our school evaluation processes as appropriate.

Complainants will be advised that, while confidentiality will be respected as far as possible, it is not normally possible to resolve complaints without disclosing details of a complaint to relevant staff in order to allow the school a reasonable opportunity to resolve the issue.

Rosalind and Siobhan Lyons
Directors

February 2021