



Student Grievances, Disputes and Complaints Policy and Procedure

LSI / IH Portsmouth wants all students to have a positive experience. If something is wrong, we want students to tell us as soon as possible so that we can help quickly.

Students are encouraged not to wait until their final feedback form to raise a concern, as it may be too late for the school to help effectively.

This policy explains how students can raise a concern or complaint, how the school will respond, and what students can do if they are not satisfied with the response.

Who can use this policy?

This policy can be used by:

- current students;
- parents or guardians, where appropriate;
- agents acting on behalf of a student;
- sponsors or group leaders acting on behalf of a student.

Where someone complains on behalf of a student, the school may need the student's consent before discussing personal information.

What can students complain about?

Students may raise concerns or complaints about:

- classes, teaching, course content, class level or academic support;
- host family or other accommodation arrangements;
- welfare, wellbeing or personal support;

- school facilities or services;
- communication from the school;
- the behaviour or service provided by staff or others connected with the school;
- any other matter affecting the student's experience.

What is not covered by this policy?

Some issues may need to be dealt with under another policy or procedure. This may include:

- safeguarding concerns;
- serious welfare concerns requiring urgent action;
- student misconduct;
- staff disciplinary matters;
- visa or immigration decisions outside the school's control;
- matters that should be dealt with by an external provider or official body.

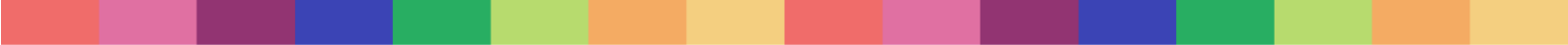
If another procedure is more appropriate, the school will explain this and direct the student to the correct person or process.

Raising a concern early

If a student is unhappy about something, they should speak to someone as soon as possible.

Students can speak to:

Type of issue	Who to speak to
Problems with classes, teaching, class level or course content	Teacher first. If unresolved, Director of Academic and Quality.
Host family or accommodation problems	Accommodation Manager.
Personal problems, homesickness, cultural acclimatisation or welfare concerns	Welfare Officer.



General concerns or unresolved issues	Student Services, Principal or Operations.
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Students are also given regular tutorials, which provide another opportunity to raise concerns or grievances.

Suggestions box

Students may also use the suggestions box near the water cooler on the 1st floor to suggest improvements. Suggestions are not always formal complaints, but they help the school improve its services.

Complaints procedure

Stage 1 — Informal concern / frontline resolution

Most concerns can be resolved quickly and informally.

At Stage 1, the student should speak to the most relevant member of staff. This may be their teacher, the Director of Academic and Quality, the Accommodation Manager, a Welfare Officer, Student Services, the Principal or Operations.

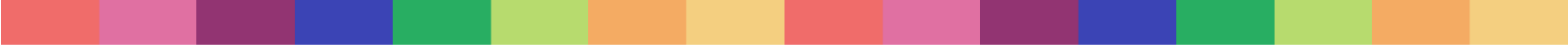
The school will normally try to resolve Stage 1 concerns within **5 working days**.

Possible actions may include:

- explaining a decision;
- arranging a meeting;
- reviewing class placement;
- speaking to a host family or accommodation provider;
- offering welfare support;
- agreeing a practical solution;
- referring the matter to a more appropriate member of staff.

Where the concern needs follow-up, staff may record it on the school's **Register of Concern**.

Stage 2 — Formal complaint



If the concern is not resolved informally, or if the matter is serious, the student may make a formal complaint.

Formal complaints should normally be made in writing to the **Principal** or **Director of Operations**.

A formal complaint should include:

- the student's name;
- contact details;
- what happened;
- when it happened;
- who was involved;
- what has already been done to try to resolve the issue;
- what outcome the student is seeking.

The school will acknowledge the complaint within **5 working days**.

The complaint will be investigated by an appropriate senior member of staff. This may be the Principal, Director of Operations, Director of Academic and Quality, Accommodation Manager or another suitable person, depending on the nature of the complaint.

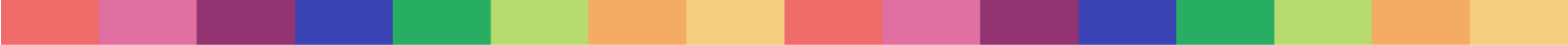
The school will normally provide a written response within **10 working days** of acknowledging the complaint. If more time is needed, the student will be told why and given an updated timescale.

The written response will explain:

- what was investigated;
- the decision reached;
- whether the complaint was upheld, partly upheld or not upheld;
- any action the school will take;
- what the student can do if they remain dissatisfied.

Stage 3 — Review / appeal

If the student remains dissatisfied after Stage 2, they may request a review.



The request should be made in writing within **5 working days** of receiving the Stage 2 response.

A review may be considered where:

- the student believes the procedure was not followed correctly;
- new evidence is available;
- the student believes the investigation was not fair or thorough;
- the outcome does not appear to be supported by the evidence.

The review will normally be carried out by a senior member of staff who was not directly involved in the original complaint. Where appropriate, the school may arrange a small review panel.

The school will normally acknowledge the review request within **5 working days** and provide a final written response within **15 working days**.

The Stage 3 response is the end of the school's internal complaints process.

External escalation

If the student cannot find a solution to their problem or concern, or is not satisfied with how LSI / IH Portsmouth has handled the situation, they may contact **English UK**, the national association of accredited English language centres. This external route is already included in the school's current student guidance.

Students should normally complete the school's internal complaints procedure before contacting an external organisation.

For details of the English UK complaints procedure, students should visit:

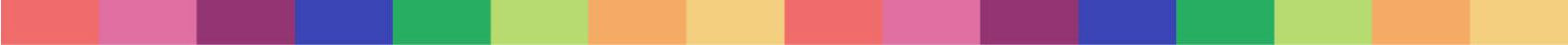
www.englishuk.com

Safeguarding and urgent welfare concerns

If a complaint raises a safeguarding concern or suggests that a student may be at risk of harm, the matter will be referred immediately to the Welfare team or another appropriate safeguarding member of staff.

Safeguarding concerns will not wait for the complaints procedure to finish.

Confidentiality and data protection



Complaints will be handled sensitively and confidentially. Information will only be shared with staff or external parties where it is necessary to investigate the complaint, support the student, meet legal requirements or protect welfare and safety.

No disadvantage

Students will not be treated unfairly because they have raised a concern or complaint in good faith.

Monitoring and review

The Director of Operations will monitor complaints and concerns to identify patterns, recurring issues and opportunities to improve the school's services.

This policy will be reviewed annually.