

## **POLICY ON COMPLAINTS PROCEDURE**

Studio Cambridge takes all complaints seriously.

Usually, such complaints are due to simple misunderstandings, miscommunications, or cultural differences.

### **1. Complaints information and opportunities**

We encourage a culture of communication and discussion within the company by:

#### **Providing complaints procedure information to students via:**

- Noticeboards
- Online company policy on the website
- Pre-arrival information
- Welcome packs
- Welcome talks

#### **Providing feedback opportunities to students via:**

- First day feedback discussions
- Questionnaires at the end of the first week
- End of course questionnaires
- Tutorials
- Social media
- Focus groups

#### **Providing complaints procedure information to staff via:**

- Noticeboards
- Staff handbooks
- Inductions

#### **Providing feedback opportunities to staff via:**

- Staff meetings
- In-service sessions
- Staff questionnaires
- Appraisals

#### **Providing feedback opportunities to agents via:**

- Communication with account management teams in Sales & Enrolments
- Agent newsletters
- Enrolment communications

### **2. Policy on dealing with complaints**

#### **When issues are brought to our attention our policy is to:**

- Listen to, consider, and act upon all complaints and suggestions
- Resolve issues in the best and fairest way we can
- To clearly communicate the outcome of this resolution with all parties concerned as quickly as possible
- To monitor and follow up on any consequences of our actions
- To feedback to relevant parties (such as staff) on the resolution of the issue
- Use any issues that arise as an opportunity to review and improve our procedures