



Englishhour – Student Complaints Policy

Introduction

At Englishhour, we aim to provide a high-quality experience for all students. We hope you enjoy your time with us, but if you have any concerns or complaints, please let us know and we will work with you to resolve them.

If you are worried about something, no matter how small, it is important that you speak to a member of staff.

Who Should You Speak To?

If you have a concern or complaint, please speak to the appropriate person:

- **Accommodation issues** → Student Services / Accommodation Team
- **Classes or academic issues** → Your teacher or Director of Studies
- **General issues** → Student Services or Administration

Urgent Concerns

We will respond as quickly as possible, especially if your concern relates to:

- Health and safety
- Student wellbeing
- Safeguarding
- Behaviour of staff or other students

Stage 1 – Informal Complaint

We encourage students to raise concerns informally first. In many cases, problems can be resolved quickly by speaking to a member of staff.

We will:

- Listen to your concern
 - Record the issue if needed
 - Investigate where necessary
 - Agree a solution with you
- If more time is required, we aim to respond within **24–48 hours**.

Stage 2 – Formal Complaint

If the issue is not resolved, you may make a formal complaint.

To do this, you should complete the **Student Complaint Form**, available on our website or from the office.

You should include:

- A clear description of the issue
- Any steps already taken
- Relevant dates and details
- Any supporting information
- The outcome you are seeking

We will review your complaint and provide a written response within **10 working days**.

Stage 3 – Appeal

If a student is not satisfied with the outcome, they may submit an appeal within 30 days of receiving the decision. Appeals must be made in writing and will be reviewed by management. A final decision will then be issued in writing.

Independent Complaints Review

If a student is not satisfied with the outcome of the internal complaints process, they may request an independent review through English Education Ireland (EEI). Before submitting an external complaint, students must:

- Complete the school's internal complaints procedure in full
- Receive a final response from Englishhour

Please note that EEI reviews complaints in relation to standards compliance only and does not provide financial compensation.

Information Required for External Complaint

Students may be asked to provide the following information when submitting a complaint to EEI:

1. Institution Details

- Name of institution (Englishhour)
- Location

Programme or course attended

2. Student Details

- Full name
- Email address
- Contact number (optional)
- Relationship to the institution
- Course start and end dates
- Current enrolment status

3. Internal Complaints Process

- Date the complaint was submitted to the school
- Date of the final response received
- Copies of relevant correspondence and outcome

4. Summary of Complaint

A clear description of the issue, including relevant dates, events and individuals involved.

5. Standards Concern

Details of the standard(s) the student believes have not been met.

6. Supporting Documentation

Any relevant documentation such as emails, agreements, screenshots or policies.

7. Desired Outcome

A description of the outcome the student is seeking (subject to EEI review scope).

Declaration

Students must confirm that:

- The information provided is accurate

- The internal complaints procedure has been completed
- They consent to the sharing of information with the institution and external reviewer

How to Submit

Complaints should be submitted directly to EEI: info@englisheducationireland.ie

Subject: EEI External Complaint

Student Responsibilities

Students are expected to communicate their concerns clearly and respectfully, follow school and accommodation rules, and provide accurate information when making a complaint. Behaviour or misuse of accommodation may affect the outcome of a complaint.

Accommodation Complaints

If your complaint relates to accommodation, we will review the situation based on information from all parties involved, including the student, host family or residence, and staff.

We may need time to investigate before making a decision. Changes of accommodation or refunds are not automatic and will depend on the outcome of the review.

Student Responsibilities

Students are expected to:

- Respect accommodation rules
- Communicate concerns clearly and respectfully
- Provide accurate information when making a complaint

Behaviour or misuse of accommodation may affect the outcome of a complaint.

Possible Outcomes

Depending on the situation, Englishhour may:

- Provide advice or mediation
- Offer a solution or adjustment
- Arrange a change of accommodation (subject to availability)
- Decline the request where appropriate

Important Information

- Complaints should be raised as soon as possible
- All complaints are handled confidentially
- Decisions are based on the information available at the time
- Englishour reserves the right to make a final decision following investigation

Access to Complaint Form

A Student Complaint Form is available:

- Via our online form: [Student Complaint Form – Fill out form](#)
- From the Student Services team

Students who wish to make a formal complaint are required to complete the Student Complaint Form. A copy can also be requested from Student Services. Students are encouraged to provide as much detail as possible to help us review and resolve the issue effectively.

ENGLISHOUR – COMPLAINTS FORM

This form is part of the formal complaints procedure and should only be completed after the informal complaints process has been followed.

A copy of this form is available on request from Student Services or Management.

Personal Details

Full Name: _____

Email Address: _____

Phone Number: _____

Course / Programme: _____

Outline of Complaint

Please explain your complaint clearly, including relevant dates, locations, and people involved:

Informal Resolution

Please explain what steps you have taken to resolve your complaint informally (for example, who you spoke to and when):

Further Information

Please explain why you are not satisfied with the response you received:

Expected Outcome

Please indicate what outcome or action you would like:

Declaration

I declare that the information provided in this form is true and accurate to the best of my knowledge. I understand that Englishhour will review my complaint and may contact me for further information if required.

Signature: _____

Date: _____