

## Basil Paterson Edinburgh Student Complaints Procedure

### Level 1

Complaints should be raised immediately so that we can resolve a problem quickly and informally. If you have a complaint please speak to one of the following members of staff as soon as possible so that we can help you;

#### English Language Courses

- **Clare Hayward: Academic Manager**  
Main Admin Office
- **Rachel Brough: Accommodation and Welfare Officer**  
Main Admin Office

#### EFL Exams

- **Daniel O'Hara: EFL Examinations Co-ordinator**  
Exams Office

#### CELTA Courses

- **Darren Purnell: Main course trainer**  
Room 101

If you remain dissatisfied with the response to your complaint, please follow the procedure **Level 2**.

### Level 2

1. Please request a Complaints Form from the following members of staff:

- The Academic Manager
- The Accommodation and Welfare Officer

2. A confidential meeting will be arranged for you to see the Principal if necessary. The meeting will take place the same day of the following day at the latest. In the case of a serious complaint it may be necessary for a witness to be present and you can bring a friend with you to the meeting.

3. A confidential Complaints Form Report will be completed stating the action taken to resolve your complaint. A copy of the Report will be held by the relevant party.

**Complaints about the Principal of the College should be sent to:**

**OISE Group Corporate Office, OISE House, Binsey Lane, Oxford, OX2 OEY, United Kingdom**

**Procedure updated May 2018 by Sophie Revesz**