

**Complaints Policy and Procedures**

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| **Written by:** | Maribel Cabrera, School Principal |
| **Approved by:** | Jose Brinkmann, Managing Director  Alicja Szyszkowiak DoS  Michelle Schofield, Welfare & Accommodation Manager  Matt Boni, Transport Manager |
| **Applies to:** | All active agents  All individual bookings  All parents  All students |
| **Context:** | Country Cousins organises tuition courses, activities, accommodation and transfers to children aged 7 to 17 all year around. |
| **Last updated:** | January 2017 |
| **To be reviewed:** | Annually |

**Statement**

At Country Cousins, we aim to provide service of a standard that is acceptable to all students. If we fail to do this we want to know about it. This will enable us not only to deal with a specific problem but also to avoid it happening again.

Our main objective is to respond promptly and effectively to any student dissatisfaction as it arises.

We endeavour to provide students with an outstanding programme that meet or surpasses their expectations in everything we do by:

* Delivering all courses in accordance with our publicity materials,
* Employing qualified, competent and responsible staff to deliver outstanding programmes.
* Providing an excellent welfare and pastoral care service appropriate to students’ age, background and circumstances.
* Ensuring all Accreditation-UK requirements are met as well as meeting all legal, statutory and Health & Safety requirements related to all Country Cousins activities.
* Listening to informal feedback and suggestions given by students, group leaders, agents and staff and by reviewing our courses annually.
* Carefully monitoring student satisfaction rates during the course, following up the acting upon any negative feedback immediately to improve student’s experience with Country Cousins.

**Procedures**

Student who are not satisfied with their programme or course should firstly discuss the issue with the Director of Studies and/or Welfare manager, as applicable. They will do their best to resolve the problem quickly and informally.

We request all issues are reported at the earliest possibility.

If a parent is unhappy with any aspect of the service provided by Country Cousins, the must let the school know immediately so that it has the opportunity to address the problem. The following procedure will be followed:

* The parent will contact the school Principal by phone to explain the problem and give them an opportunity to rectify the problem locally and informally.
* Should the problem be unresolved within 3 working days and the parents wishes to make an official complaint, the should contact Mr Brinkmann, Managing Director on 01271 862834, or by email [jose@country-cousins.com](mailto:jose@country-cousins.com).
* The complaint will be investigated by the welfare manager, and the investigation will involve: a) speaking to the student concerned, b) speaking to school Principal, c) checking factual information and/or official logs, d) reviewing students questionnaires and e) speaking to the homestay provider.
* Once sufficient information has been collected, the complaint will be considered by the Managing Director will send his response to the parent within 28 days of receiving the parent’s letter.
* If the parent would like to challenge the Managing Director’ response, they have the right to contact English UK for an independent review. English UK telephone 020 76087960 or email [info@englishuk.com](mailto:info@englishuk.com)

*Notes:*

1. Unmet special requests such as accommodation preferences do not constitute a complaint and will not be subject to this Complaints Procedure.
2. Country Cousins reserves the right to change these terms and conditions, please refer to our website for the complete up to date version.