

Complaint Procedure for Learners

Complaint Procedure

Level 1-2 Internal

It is important to us at KKCL that all of our students feel like they are receiving fair and reasonable treatment.

Are you unhappy about something at the School? Would you like to make a complaint?

If the answer is 'YES', then you need to read this:

Academic

Level 1

- Speak to your teacher /lecturer.
- If possible, come to an agreement with them about any changes to be implemented.
- Give a reasonable amount of time for any changes to be implemented.
- If it is not possible to reach an agreement with your teacher, you will need to escalate the matter to the next level.



Level 2

- Please fill in a complaints form which can be found in reception, place it in an envelope marked 'Complaint' and put it in our Mailbox.
- Once assessed, you will be contacted by the relevant member of staff.
- We hope that your complaint will have been resolved by now; however, if you still feel that there is a problem, the matter can be taken one step higher – to the Director.



School Administration

Level 1

- Speak to one of the School administrators at the front desk. If the problem can be easily resolved – they will help you.
- If your complaint is regarding one of the administrators, then you will need to escalate this to the next level.



Level 2

- Please fill in a complaints form which can be found in reception, place it in an envelope marked 'Complaint' and put it in our Mailbox.
- Once assessed, you will be contacted by the relevant member of staff.
- We hope that your complaint will have been resolved by now; however, should there still be a problem, it will be escalated to the School Director.



If you are still unhappy after following the above internal procedure, you can contact the relevant external bodies on the following page:

Level 3 External

Level 3

*If you are **still unhappy** after following the above **internal** procedure, you can contact the relevant **external** bodies below:*

ENGLISH: British Council, Customer Services, Accreditation Unit, Bridgewater House, 58 Whitworth Street, Manchester M1 6BB, UK

Tel: +44 (0)161 957 7692 | Email: accreditation.unit@britishcouncil.org

ABE: The Complaints Department, The Association of Business Executives (ABE), 5th Floor, CI Tower, St Georges Square, High Street, New Malden, Surrey KT3 4TE, UK

Tel: +44 (0)20 8329 2934 | Email: complaints@abeuk.com

ACCA: Approved Learning Partner – Student Tuition, ACCA, 2 Central Quay, 89 Hydepark Street, Glasgow G3 8BW, UK

Tel: +44 (0)20 7059 5000 | Email: tuition@accaglobal.com

Office of the Independent Adjudicator: OIA, Third Floor, Kings Reach, 38 – 50 Kings Road, Reading, RG1 3AA, UK

Tel: +44(0)118 959 9813 | Email: enquiries@oiahe.org.uk

Independent Schools Inspectorate: Private Further Education, ISI, CAP House, 9 - 12 Long Lane, London, EC1A 9HA, UK

Tel +44 (0)20 7710 9908 | Email: pfe@isi.net

Office of Fair Trading: Enquiries and Reporting Centre, Office of Fair Trading, Fleetbank House, 2-6 Salisbury Square, London, EC4Y 8JX, UK

Tel: +44 (0)8454 04 05 06 | Email: enquiries@oft.gsi.gov.uk

Remember: We want you to be happy!