

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

- **Stuart McDonald:** Academic Manager
Main Admin Office
- **Lauren Davis:** Student Welfare and Experience Manager
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 Student Welfare and Experience Manager
2. A confidential meeting will be arranged for you to see the Principal if necessary. The meeting will take place the same day or 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, 90 Banbury Road, Oxford, OX2 6JT, United Kingdom**