

BLUESKY EDUCATION UK BRANCH COMPLAINTS PROCEDURE

Most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If you are unhappy with something you have experienced during our programme, please tell us as soon as possible.

STEP 1: Who should I talk to?

STUDENTS

All our staff are here to help and you can speak to the person you feel most comfortable with, but we suggest this:

If you are not happy about something in class: Speak to the Academic Manager.

If you want to talk about your accommodation, your airport transfer, excursions, staff or other areas of the programme: Speak to the Centre Manager

If you feel unsafe at any time or have any other problem: Speak to the Operations Manager and Designated Safeguarding Lead

If you are part of a group, you can also speak to your Group Leader.

Remember – talk to us NOW, so that we can help you quickly. Don't wait until tomorrow!

GROUP LEADERS

You will have regular meetings with the Centre Manager who will ask you for your feedback. Please feel free to share any concerns at this time. Alternatively, if you prefer to speak in private, please speak directly to the Centre Manager as soon as possible who will decide the best course of action.

STAFF MEMBERS

Speak directly to the Centre Manager. If you feel this is not appropriate, you can also speak to the Operations Manager or Academic Manager.

WEEKLY FEEDBACK FORMS: All staff, group leaders and students will complete a weekly feedback form. You can write your name if you wish, or stay anonymous. Please also use this form to give feedback about all areas of the course. This is how we improve, so please feel free to give us your suggestions on what we could do better.

Please DO NOT use the feedback form for serious concerns – come and speak to us directly so that we can deal with the problem quickly.

STEP 2: I am still not happy. I would like to make a complaint. What should I do?

If you are still unhappy and wish to make a complaint, please speak to:

the Academic Manager (about learning and progress)

the Centre Manager (about anything else)

To help us investigate your complaint, please be prepared to discuss the following details:

- What happened exactly?
- When did the problem occur?
- Who was involved?
- What would you like the outcome to be?

When we look into your complaint, we will:

- Find out what happened and what went wrong
- Make sure you receive an apology (where appropriate)
- Identify what we can do to make sure the problem does not happen again
- tell you what will happen next and when it will happen by.

STEP 3: What should I do if I am still not happy?

If you are still not happy and feel that a genuine effort was not made to deal with your complaint, you can speak to the Operations Manager and Designated Safeguarding Lead, Hannah.

You can also send your complaint in writing by emailing her at hannah.dunhill@bluesky-education.com. Please do this as soon as possible, ideally within a matter of days or at most, a few weeks. Regretfully, we are unable to investigate complaints that have been made more than six months after the event.

If you prefer, you can also write to the Company Director at enquiry@bluesky-education.com.

We will normally acknowledge your complaint within three working days, telling you who is dealing with your complaint and when you can expect to receive a full response. In most cases, we will respond to your complaint within 14 working days with a full explanation, but in some circumstances, an investigation may be necessary, which can cause delays. In such cases, we will let you know what is happening at every stage.