



ATC Language Schools

Student Complaints and Grievances Policy

Introduction:

ATC Language Schools seeks to prevent general grievances and complaints by ensuring that students are satisfied with all aspects of our students' experience. Staff members are expected to be fair, courteous, professional and helpful in all dealings with students. All complaints are treated seriously, investigated thoroughly and managed accordingly.

If a student is unhappy with any part of the overall service provided by ATC, he/she should following the complaints procedure below:

Complaints Procedure:

1. If the complaint relates to a student's lessons, teachers or other academic areas, the student should speak directly to the Director of Studies (*Aoife McLoughlin, ATC Bray or Alison Banks, ATC Dublin*)
2. If the complaint is less serious and the student feels that their teachers may be able to help, the student should approach his/her teacher after the lesson. The teacher may then escalate the complaint to the Director of Studies if required.
3. If the student remains unsatisfied and the problem remains unresolved, the student should launch a formal written complaint or appeal to the Director of Studies.
The student should put into writing, an explanation of the exact nature and reason for the complaint and present this to the Director of Studies. We will assist the student in writing their complaint in English if needed.
4. If the problem is not resolved adequately he/she can consult one of the school Directors. The Director of Studies will inform the school director of the complaint at this stage.
5. The Director of Studies will keep a record of this document and provide the student with a likely timeframe in which an outcome will be achieved.
6. The Director of Studies may request a meeting between the student and the other parties involved however, the student is not obliged to attend this meeting.
7. The student should receive a written statement of the outcome and the reasons for this decision within 5 working days of lodging the complaint.
8. If the student remains unsatisfied with the result he/she may contact QQI.



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Student complaints should be directed to:

Bray School:

Aoife McLoughlin
Director of Studies
aoife@atcireland.ie
00 353 1 2845512

Dublin School:

Alison Banks
Director of Studies
dublinacademic@atcireland.ie
00 353 1 284 5512