

## Complaints and Grievances Policy

Babel Academy of English endeavours to deal with any complaints or grievances in a speedy and comprehensive manner. Disputes relating to services provided by Babel Academy should be brought to the attention of Babel Academy management immediately so that the issue can be resolved as soon as possible.

If a student has a complaint about any aspect of their time at Babel Academy of English, please follow the steps below:

(i) If a student has an issue with the lessons they are attending, they should first speak to their teachers. Examples of complaints might be:

- A student feels that they are not at the right level for their ability
- A student does not feel the material covered in class is relevant to them

Where a student is dissatisfied with the teacher's response or does not feel comfortable discussing matters with the teacher, they should speak with: Alison Ferguson, Assistant Director of Studies - Email: [alison@babelacademy.ie](mailto:alison@babelacademy.ie); or Roisin Keane, Academic Manager - Email: [roisin@babelacademy.ie](mailto:roisin@babelacademy.ie), call +353 1 5477 665, or request a meeting at reception.

Examples of such complaints might be:

- A course or programme is not as described in a brochure, website or other sales material
- Facilities in the school building are not up to standard

(ii) If a student has an issue with their social programme, they should speak with: Annalisa Di Frenna, Student inquiries and Support - Email [info@babelacademy.ie](mailto:info@babelacademy.ie), call +353 1 5477 665, or request a meeting at reception

Examples of such complaints might be:

- A social programme activity that was booked was not delivered as described

(iii) If a student has an issue with their accommodation, they should speak with: Maria Gattari, Accommodation Manager - Email [maria@babelacademy.ie](mailto:maria@babelacademy.ie), call +353 1 5477 665, or request a meeting at reception

Examples of such complaints might be:

- A student is placed in a shared room when a single was booked
- A host family does not meet their expectations
- A fellow guest in an accommodation is not suitable

(iv) If a student or agent has an issue with another aspect of Babel Academy of English services, they should speak with:

Managing Director, David Ferguson - Email [david@babelacademy.ie](mailto:david@babelacademy.ie), call +353 1 5477 665, or request a meeting at reception

Example of complaints might be:

- A service that was booked was not delivered as confirmed, for example, A driver failed to arrive for an airport transfer

- A customer is at a personal loss or injury as a result of Babel Academy of English negligence, for example, a student is injured on an activity where adequate safety precautions were not taken
- An employee or person contracted by Babel Academy of English has not fulfilled their duties or has acted unprofessionally

One of the Management team will decide whether or not a complaint is of a serious nature and should be recorded in writing. It is the policy of Babel Academy of English to take a written record of any serious complaint received. The procedure below is followed:

1. The following information should be noted on a Babel Academy of English complaint form:
  - Name of Student/Agent making the complaint and contact details
  - Details of complaint or problem, including relevant dates and times
  - Any steps taken so far to resolve the issue, including relevant dates and times
  - Record of any supporting documents (if relevant)
  - Name of Babel Academy of English staff member dealing with the complaint
  - Date and time complaint was logged
2. The student will be asked to sign the form stating that they agree with the information entered. In the case of agencies, they will be sent an email summarizing the issues raised and asking for confirmation that all the details are correct.
3. Complaints should be dealt with immediately and within 24 hours of the complaint being logged. If this is not possible a full update should be given to the student/agent involved.
4. Following documentation of the complaint, the relevant Babel Academy of English staff member should note actions taken such as investigation of the complaint and resolution, including names of all relevant parties, and dates and times of actions taken.
5. Babel Academy of English staff will then arrange to meet with the student or send an email to the agent to explain how the problem has been resolved.

If the student or agent is not happy with how this problem has been dealt with, the complaint will then be referred to the Director where the complaint will be investigated further.