

Millfield English Language Holiday Course 2023 Complaints Procedure

1. What Constitutes a Complaint?

A complaint is an expression of dissatisfaction with a real or perceived problem. It may be made about the school as a whole about a specific department or about an individual member of staff. Parents/guardians (or their representative) can be assured that all concerns and complaints will be treated seriously and confidentially. The school is here for your child and you can be assured that your child will not be penalised for a complaint that you, or your child, may raise in good faith.

Millfield School organises English Language Holiday Course (MELHC) for students aged 12 to 17 years during the summer holiday and aims for every child to discover their brilliance through a range of holistic experiences designed to help them learn and develop their knowledge of the English Language. Millfield is committed to providing a high quality of education and care for our students and we are ready to listen and respond to the views of parents/guardians (or their representative). We want to ensure that any problems are easily resolved and that we respond promptly and appropriately to all complaints.

If a Parent/guardian (or their representative) is unhappy with any aspect of MELHC, they must let the school know immediately so that we have the opportunity to address the problem.

2. Timeframe for Dealing with Complaints

All complaints will be handled seriously and sensitively. Complaints will be acknowledged within three working days (i.e. Monday to Friday). It is in everyone's interest to resolve a complaint as speedily as possible; the school's target is to complete the stages of the procedure noted below within 20 working days.

3. Prior to commencement of the course, the below procedures will be followed:

1. The parents/guardians (or their representative) will contact the office team by telephone on +44 (0) 1458 444 112 or email melhc@millfieldschool.com to explain the problem and give them an opportunity to rectify the problem informally, as part of our customer care response service.
2. Should the problem be unresolved within 5 working days and the parents/guardians (or their representative) wishes to make an official complaint, they should contact the Enterprises Sales Manager by email: fear.j@millfieldschool.com who will act as the official intermediary between the parents/guardians (or their representative) and MELHC. They will send the Parent confirmation that the complaint has been received within 48 hours. The complaint will be investigated by the Sales Manager who will act as the Investigating Officer and the investigation may involve clarifying details of the complaint with the parents/guardians (or their representative).
3. If the Parents/guardians (or their representative) are unhappy with the Sales Manager's official response or has a complaint against the Sales Manager, they should contact the Director of Enterprises, by email: MelhcComplaints@millfieldschool.com The Director will review the complaint fully, and will send the Parent confirmation that the complaint has been received within 48 hours. Once sufficient information has been reviewed, the complaint will be considered by the Director who will send Millfield Enterprise's official response to the Parent within 14 days.
4. If the Parents/guardians (or their representative) are unhappy with the Directors official response or have a complaint against the Director, they should refer to Millfield Schools Complaints Policy <https://www.millfieldschool.com/senior-13-16/about-us/school-policies> following the instructions set out in Stage 2 – Formal Resolution by the Head
5. If the Parent would like to challenge the Directors response, they have the right to contact English UK for an independent review by English UK: telephone 020 7608 7960 or email info@englishuk.com

4. Once the course has commenced the below procedures will be followed:

1. The parents/guardians (or their representative) will contact the relevant person from those listed below depending on the nature of the complaint, by telephone or email to explain the problem. This gives an opportunity to rectify the problem informally, as part of our customer care response service.

Academic Programme Complaints – Director of Studies on email: Smook.k@Millfieldschool.com or telephone on +44 (0) 1458 444 518

Pastoral Complaints– Students House Parent, full contact details can be found <https://www.millfieldenterprises.com/melhc/our-course>

Activity and Social Complaints – Activity and Social Manager full contact details can be found <https://www.millfieldenterprises.com/melhc/our-course>

2. Should the problem be unresolved within 3 working days and the parents/guardians (or their representative) to make an official complaint, they should contact the MELHC Manager by email zohoungbogbo.j@millfieldschool.com or telephone on +44 (0) 1458 444 544. The MELHC Manager will send the Parent confirmation that the complaint has been received within 24 hours. The complaint will be investigated by the MELHC Manager who will act as the Investigating Officer and the investigation may involve: clarifying details of the complaint with the parent; speaking to the student concerned; speaking to Centre staff; checking factual information/official logs; reviewing student questionnaires.
3. If the Parents/guardians (or their representative) are unhappy with the MELHC Managers official response or has a complaint against the MELHC Manager, they should contact the Director of Enterprises, by email MelhcComplaints@millfieldschool.com the Director, who will act as the official intermediary between the parents/guardians (or their representative) and MELHC and will send the Parent confirmation within 48 hours that the complaint has been received. Once sufficient information has been reviewed, the complaint will be considered by the Director and the Director will send Millfield Enterprise's official response to the Parent/Guardian within 14 days.
4. If the Parents/guardians (or their representative) are unhappy with the Director's official response or has a complaint against the Director, they should refer to Millfield Schools Complaints Policy <https://www.millfieldschool.com/senior-13-16/about-us/school-policies> following the instructions set out in Stage 2 – Formal Resolution by the Head
5. If the Parents/guardians would like to challenge the Director's response, they have the right to contact English UK for an independent review by English UK: telephone 020 7608 7960 or email info@englishuk.com

Notes:

Unmet special requests such as accommodation preferences do not constitute a complaint and will not be subject to this Complaints Procedure.