TASIS ENGLAND

Summer Program

Complaints Policy

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> *TASIS England is committed to safeguarding and promoting the welfare of students and expects all faculty, staff and volunteers to share this commitment. It is our aim that all students fulfil their potential.*

Document Information

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Head of School	Mr Bryan Nixon
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Responsible area	Summer Program Directors & Head of School

Approved By

ROLE	NAME	DATE
Head of School	Mr Bryan Nixon	17 June 2026
Summer Program Director	Ms Sia Georgaklis	17 June 2026
Summer Program Director	Mr Tom Trembulak	17 June 2026
Designated Safeguarding Lead (Summer Program)	Mr Matt Kiely	17 June 2026

1. Our Commitment

1.1. The TASIS England Summer Program (the Program) aims to give every student an outstanding experience that meets or surpasses their expectations. We do this by:

- Delivering the Program in line with our brochure, website and other published information.
- Employing friendly, competent and caring staff.
- Providing welfare and pastoral care appropriate to each student's age, background and individual circumstances.
- Meeting the requirements of the British Council Accreditation UK scheme, together with all legal, statutory and health and safety requirements.
- Listening to feedback from students, parents, their representatives and group leaders, and acting on it promptly.
- Reviewing the Program each year and making improvements for the following year.

2. Raising a Complaint

2.1. If a student, parent or their representative is unhappy with any aspect of the Program, or our service, please tell us straight away so that we can review the situation and, where applicable, seek to put things right, wherever possible while the student is still on the Program. The following steps are followed:

2.2. In the first instance, raise the matter with a member of the Program team or with the Program Directors, who will aim to resolve it informally. Students may also raise concerns directly with a member of staff, their counsellor, residence staff, or the Program Directors.

2.3. If the matter is not resolved within three working days, a formal complaint may be made in writing to the Program Directors at uksummer@tasisengland.org.

2.4. We will confirm that the complaint has been received, usually within 48 hours.

2.5. A Program Director investigates the complaint, acting as the Investigating Officer. If the complaint concerns a Program Director, it should instead be addressed to the Head of School, who will appoint an appropriately senior person not directly involved in the matter, to investigate.

2.6. Once enough information has been gathered, the Investigating Officer considers the complaint and sends an official response, usually within 7 days.

2.7. If the complainant is not satisfied with the outcome, they may request a final review. The final review will be undertaken by the Head of School or another appropriately senior person not directly involved in the matter, and a final response is sent within 28 days.

3. Safeguarding

3.1. If a complaint raises a safeguarding or child protection concern, it is referred immediately to the Program's Designated Safeguarding Lead and dealt with under the TASIS England Summer Program Safeguarding and Child Protection Policy.

4. Records and Confidentiality

4.1. A written record of every complaint, and of any action taken as a result, is kept by the Head of School for at least three years. Complaints are handled confidentially, except where disclosure is required by the British Council Accreditation UK scheme, an inspecting body, or by law.

Appendix A – Version history

This appendix records substantive changes to the policy. Substantive means: changes to legislation, statutory references, personnel, procedures, or policy decisions. Typographical, formatting and branding corrections are not logged.

Versions

Version 6.0 (17 June 2026) - current version, this document. Restructured and simplified into a plain summer-program complaints procedure aligned to the British Council Accreditation UK model.

Version 5.0 (14 June 2025) - previous version, superseded by v6.0.

Changes from v5.0 to v6.0

SECTION	FROM (V5.0)	TO (V6.0)	REASON
Structure & tone	Revised from academic year policies and structure	Self-contained procedure suited to a short summer program, aligned to the British Council Accreditation UK model.	structural
Procedure & timescales	Internal stages with TASIS-specific timings.	Plain steps with standard summer-school timescales: three working days to escalate, 48-hour acknowledgement, response within 14 days, and a final review within 28 days.	structural
External review	Final stage referred to the whole-school panel under ISSR / NMS.	Aligned to the requirements of the Accreditation UK scheme, with English UK.	structural
Safeguarding	“Surrey Local Safeguarding Board”.	Brief signpost to the Designated Safeguarding Lead and the Summer Program Safeguarding and Child Protection Policy.	KCSIE