

# COMPLAINTS PROCEDURE

If you are unhappy with the service that Kings Hall College is providing to either yourself, a relative, or a friend, then please speak with a member of staff to address your complaint.

## Classes

If you are unhappy, or have concerns, with/about your classes, or your fellow students, then you can speak to your teacher. If you are not comfortable speaking to your teacher, or if your complaint is about your teacher, then please speak with the Academic Director.

## Accommodation

If you are unhappy, or have concerns, with/about your accommodation or your homestay host, then you can speak to our Accommodation Officer. If you are not comfortable speaking to the Accommodation Officer, or if your complaint is about the Accommodation Officer, then please speak with the Operations Director.

## Social Activities

If you are unhappy, or have concerns, with/about the social activity timetable, then you can speak to our Social Activities Coordinator. If you are not comfortable speaking to the Social Activities Coordinator, or if your complaint is about the Social Activities Coordinator, then please speak with the Operations Director.

## General

If you have any general complaints then you can speak with the Academic Director. If you are not comfortable speaking to the Academic Director, or if your complaint is about the Academic Director, then please speak with the CEO.

## Making a Complaint

Please make all complaints in writing (via email). Your complaint will be reviewed by either the Academic Director, the Operations Director, or the CEO, depending on the nature of the complaint. A member of staff will respond to your complaint to see if they can resolve the issue and prevent it from occurring again.