



***LINES***

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**LINES Complaints  
Procedure 2022**

## **Introduction**

LINES Summer School prides itself on the quality of teaching and the welfare provided to its students. However, if parents do have a complaint, they can expect it to be treated with due respect by the school in accordance with this procedure.

### **Stage 1 – Informal Resolution**

We hope that most complaints and concerns will be resolved promptly and informally. Complaints and concerns should be answered within 24 hours of the course as much as possible.

If you have a parental complaint, you should contact the LINES Centre Manager or CEO. In many cases, the problem is quickly resolved to the satisfaction of the parents. If you are the course director or cannot resolve the issue yourself, you will need to consult your LINES on-call control number.

The Centre Director takes a written note of the complaint received. If the issue is not resolved within 5 days, or if the Centre Director and parents do not reach a satisfactory resolution, parents are advised to handle the complaint based on Stage 2 of this procedure.

Anonymous complaints will not normally be investigated.

### **Stage 2 – Formal Resolution**

If the complaint cannot be resolved informally, parents will need to address the complaint in writing to the course administrator. After reviewing the complaint, the course leader decides what action to take. Receipt of the complaint will be confirmed in writing within 3 days, instructions on how to proceed with the school and a copy of the complaint procedure will be attached to this confirmation

If the instructor is concerned about the validity of the complaint, they will raise the issue. We reserve the right to refer to the Management Team at LINES Summer School. If necessary, the course leader will discuss the issue with the relevant parents within three days of receiving the complaint. If possible, you will find a solution at this stage.

Program Directors may be required to carry out further investigations.

The trainer keeps a written record of all meetings and conversations held in connection with the complaint. Once the course leader confirms that all relevant facts have been established, a decision

will be made within three days and parents will be notified in writing of this decision. The person responsible for the degree program also justifies the decision.

The time between the school receiving the complaint and the notification of the final decision to the parents should not exceed 20 days.

It is hoped that parents will be satisfied with the results, or at least the concerns raised by them will be dealt with completely and fairly. If parents are still unsatisfied with the decision, write a complaint to the school's senior deputy. The deputy will review the complaint and consult with the principal before deciding on an appropriate course of action. Receipt of the complaint will be confirmed in writing within two weeks and will indicate further school procedures.

If parents are still dissatisfied with the decision after completing this complaint, they should proceed to Stage 3 of the LINES School's formal complaints policy on the school's website.

### **Written record**

All complaints, whether formal or informal, will be recorded in writing. There is also a record of the actions taken by the school in response to these complaints (whether or not they are endorsed). The grievance log, whether informal or official, is maintained by the course director.

### **Confidentiality**

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 108 or 109 of the 2008 Act requests access to them.

Reviewed by the Course Director May 2022

Next review: May 2023