

Introduction

The aim of this policy is to support a culture where customers have the opportunity to give formal feedback in an open and transparent fashion. This policy provides our customers with a clear process for advancing concerns and grievances to management.

Induction

During the welcome induction on the students' first day:

- Residence Representatives will explain to students the importance of providing feedback to Britannia Student Services, especially if they have any issue with their accommodation.
- Students will be encouraged to speak to a member of staff immediately if they have any concerns or complaints.
- In addition to providing this information in the welcome induction, the complaint process will be detailed in the student handbook.

Handle Complaints Immediately

When a complaint is received it should be handled without delay. Complaints take priority over regular work; however, time sensitive work needs to be redistributed amongst the team to ensure it does not fall behind.

Handover

Whoever takes the initial call has ownership of the complaint until they have confirmed that the relevant team member has taken action. Simply sending an email or booking system message does not constitute a handover. Team members are responsible for following up with other team members until handover is complete.

Ownership

- Complaints from or about students staying in a hall of residence should be handled by the residence team following handover.
- Complaints from or about students staying in all other types of accommodation should be handled by the homestay booking team following handover.
- Complaints received from host families regarding payments, rates and booking documents should be handled by whoever answers the call. Hosts calling for rate increases should be escalated to the homestay manager.
- The homestay manager should be informed about all complaints regarding host families.
- Complaints from partners regarding customer service or staff should be referred directly to line management.

Data Capture

Notes and all actions taken are to be added to the booking and client management systems for all stages of the complaint. Files must be updated with a copy of the complaint after all actions have been logged.

Escalation

Larger and more serious complaints should be escalated to the heads of department immediately. Directors and/or senior management are to be involved when:

- The solution is financial and sign off is needed.
- Department heads are struggling to find a solution.
- A manager has been specifically requested by client/host.

Management must be informed of all complaints during the weekly meetings, regardless of severity, status and resolution.

Compensation

Compensation cases will be decided upon and authorised by senior management.

Accreditation Compliance

Britannia Student Services will comply with all accreditation, licensing and legislative requirements regarding complaints handling. Further information can be found in relevant standards of the British Council and English UK (accreditation and membership bodies).

Changes to the Policy

If we make changes to this policy, due to changes in legislation, accreditation standards or company procedure, we will update this document. If these changes are significant, we may also choose to email relevant individuals with the new details.