

Student Complaint and Grievance Policy

Aim

At CEC, we want to make sure everyone feels safe and valued. If learners tell us their concerns, it helps us to improve and give the best care and service that we can.

Our goal is to give students and staff a positive experience, where they can learn, grow, and reach their goals.

Feedback and Communication

Feedback is very important to us.

We encourage students to share their feedback often. Every week, students can fill out a feedback through the school's Guided E-Learning system and write about their experience and let us know of any problems.

Learners can also talk directly to the right staff member to solve problems quickly. Also see our student handbook for information about how to do this and who to see.

How to Make a Complaint

Informal Process

Talk About the Problem	Students should try to solve the problem by talking to the person involved. For example, talk to your teacher about classroom issues or the Accommodation Officer about housing problems.
Response and Help	The person you speak to must reply within 48 hours and try to help solve the problem. Other staff may also help if needed.
What Happens Next?	<ul style="list-style-type: none"> - If the problem is solved, no further action is needed. - If the problem is not solved, you can use the formal process or decide not to continue.

How to Make a Complaint

Formal Process

<p>Send Your Complaint in Writing</p>	<ul style="list-style-type: none"> • Write your complaint and send it to the Academic Team or the Administration Team. If your complaint is about the Academic Team, send it to Academic Management or the School Director • Explain the problem clearly and include any evidence, if possible. • Send the complaint within five working days after the problem happened.
<p>What Happens Next?</p>	<p><u>Investigation</u></p> <ul style="list-style-type: none"> • The CEC management will look into the complaint or ask a staff member of the relevant department to investigate • If you make a complaint about another person, the person your complaint is about will be told and asked to give their side of the story.
	<p><u>Decision and Communication:</u></p> <ul style="list-style-type: none"> • The investigator will look at all the evidence. • The decision will be shared in writing with everyone involved, including the person who made the complaint. • The decision may: <ul style="list-style-type: none"> → Reject the complaint → Suggest ways to fix the problem → Offer recommendations

Additional Rights and Responsibilities:

- People making a complaint can bring a friend, family member, or colleague to meetings. Lawyers cannot act as legal representatives in these meetings.
- The person the complaint is about has the right to know the details of the complaint and to respond.
- Complaints must follow CEC's of Conduct.

Confidentiality

All complaints will be kept private. Information will only be shared with staff who are helping to solve the problem.

All complaints are recorded, checked, and kept securely. This helps us stay responsible and keep improving.

If a student is not happy with the solution to their complaint, they can take the issue to the School Director. The Director will check the problem and make a final decision within five working days. If necessary, an independent procedure will then take place.

Key Contacts

Academic: Paul McMahon	Paul@corkenglishcollege.ie
Accommodation: Audrey English	Audrey@corkenglishcollege.ie
Student Welfare: Niamh Linehan	niamh@corkenglishcollege.ie
Operations Manager: Micheline Bradley	micheline@corkenglishcollege.ie