

## STUDENT COMPLAINTS POLICIES

**Here at TWIN we want you to be very happy while you are studying with us!**

### Complaints procedures

#### 1. The Course

If you have any complaints about the content of your course, you should speak first to your class teacher, explain your problem and see if it is possible to reach a solution.

If you are still not happy, you will need to speak to the Director of Studies and if that proves unsatisfactory you can speak to the Principal, who will discuss your problem with the DoS and your class teacher and try to resolve the problem.

If the problem is still not resolved to your satisfaction, you may refer your complaint to Twin Head Office in London to one of the managing directors Caroline or Jacqui Fox. You can ask the Principal to do this.

If you are still not satisfied and believe that the school has not tried to resolve your complaint, you can contact ENGLISH UK. The procedure is shown below:

You must contact the Chief Executive of ENGLISH UK in writing within 6 months of finishing your course. The complaint must be in writing either by letter or email.

Email: [roz@englishuk.com](mailto:roz@englishuk.com)

Address: English UK, 219 St John Street, London, EC1V 4

#### 2. The work placement

If you have any concerns about your placement, you must report them to your immediate supervisor in the first instance before reporting them to Twin.

If you feel that your concern has not been dealt with appropriately, you should email Peter Fox on [pfox@twinuk.com](mailto:pfox@twinuk.com)

Alternatively, you can complete the complaints form at the back of your Anglo-Training Information pack and send it FAO Peter Fox, Twin Training and Travel, 2<sup>nd</sup> Floor, 67-71 Lewisham High Street, London SE13 5JX.

Do not leave your work placement until an alternative placement has been found. Otherwise you will be off the programme and you will not be able to claim a refund for the money you have spent. In order to fulfil the requirements of your visa, you will then need to enrol on another English course and work for a maximum of 20 hours a week.

## **EQUAL OPPORTUNITIES POLICY FOR WORK EXPERIENCE STUDENTS**

In the UK, companies aim to be equal opportunities employers and undertake to apply objective criteria to assess merit. They aim to ensure that no employee receives less than favourable treatment on the grounds of race, colour, national or ethnic origins, sex, marital status, sexuality, disability, membership or non-membership of trade union, “spent convictions” of ex-offenders, class, age, political or religious belief.

All employees should be given equal opportunity and, where appropriate and possible, special training to enable them to progress within the company.

### **Definitions:**

Direct discrimination occurs when a person is treated less favourably than others in similar circumstances on the grounds of race, colour, national or ethnic origins, sex, marital status, sexuality, disability, membership or non-membership of trade union, “spent convictions” of ex-offenders, class, age, political or religious belief.

Indirect discrimination occurs when a condition or requirement is imposed which adversely affects one particular group considerably more than another and cannot be strictly justified in terms of requirements for performing the job.

Harassment is defined as repeated, unreciprocated and/or unwelcome comments, looks, actions, suggestions or physical contact that is found objectionable and offensive and that might threaten an employee’s job security, or create an intimidating working environment. Harassment is particularly liable to occur as part of sexual or racial discrimination.

### **Whilst you are at Twin**

If you feel you are a victim of bullying, harassment or any form of discrimination, you should first speak to your class teacher informally, and, if the situation is not resolved to your satisfaction, you should follow the procedures as outlined in the **COMPLAINTS POLICIES FOR WORK EXPERIENCE STUDENTS**.

### **Whilst you are at work:**

The responsibility for enforcing the terms of the Equal Opportunities Policy lies with the management but all supervisory staff should also actively promote equality of opportunity within their own spheres of influence so that harassment on the grounds of age, religion, skin colour, sexual preference, disability, dialect or accent does not occur.

All employees should be made aware of their responsibilities and opportunities under the Equal Rights legislation and appropriate training should be provided. Any employees who infringe this policy may face disciplinary action.

### **Responsibilities of Employees**

Employees should not harass, abuse or intimidate other employees on any grounds, including those of disability, race, sex or sexual orientation. They must not victimise individuals on the grounds that they have made complaints or provided information about discrimination or harassment.

## **Rights of Employees**

All employees have a right to work in an environment that is free from harassment and the right to complain about, it should it occur.

All employees are required to adhere to this policy and to ensure that their colleagues are treated with respect and dignity.

If you witness, experience or are subjected to acts of sexual or racial harassment you should:

- Attempt to resolve the problem informally yourself
- If this doesn't work you should seek support from a friend or colleague who can raise the matter informally with the alleged harasser.
- If this conduct continues, you should raise the matter through the formal complaints procedure.
- You should speak to someone in management, who will be responsible for resolving your problem.
- Proven acts of harassment will mean that the harasser is liable to disciplinary action, ranging from a first written warning to dismissal in the most serious cases. Any acts of victimisation made against an employee who has made a complaint of harassment in good faith will also be treated as serious misconduct.

## **Procedure**

If an incident is reported the following procedure should be followed:

- Make a note of the time, date, place and other relevant data
- Make a note of any witnesses or people in the immediate neighbourhood who may be able to corroborate that the people involved were at the location at the time stated.
- Report the matter to your immediate supervisor, indicating what action you want to be taken.
- Your supervisor should report back to you with details of action taken and any resolution achieved. You should be given a copy of this action and, if you are happy, the matter should end here and the details be held under confidential control.
- If you are not happy, the matter will be discussed further and an alternative solution suggested. This may mean taking your complaint to a higher authority.
- If the matter is referred to a higher authority, the investigation and subsequent decision will be made known to you within a few days. This decision will be binding and will conclude the case internally.
- If harassment is found to have taken place, the harasser may receive a formal warning and possibly a final written warning so that, if the action is repeated, he/she would be dismissed.