Cambridge Seminars College Complaints Procedure

Cambridge Seminars College prides itself on the quality of the teaching, accommodation and pastoral care it provides.

This quality is monitored through questionnaires throughout the course, through regular tutorials, and an open door policy. We take a proactive approach to ensuring students are happy in their accommodation and with their tuition, and with the level of support they receive.

Any issues arising from these are identified and a resolution sought by the management team. Parents, agents and sponsors are informed of any problems as early as possible in the hope of a swift resolution or ongoing support.

However, if students, agents, sponsors or parents are still unhappy, all issues will be treated seriously. The procedure for making and resolving complaints is displayed throughout the college in simplified form.

Once a complaint has reached the level of a written complaint to the Principal, a written record is kept on file, noting the details of the complaint and the eventual resolution.

Throughout the procedure, students who have booked through an agent are encouraged to contact the agent if they wish to do so. It is CSC policy to inform agents of issues upon reaching stage 2 of the complaints procedure, in the hope of reaching a swift and amicable resolution.

This policy is available on the college website and a paper copy is available in college upon request.

The college has the following procedure:

Academic Issues

Stage 1 – Informal Resolution

- It is hoped that the vast majority of complaints will be resolved quickly and informally.
- In the first instance, the student should discuss any issues with their class tutor.
- Should the student still be unhappy, they should speak to a member of Academic Management.
- Academic Management are available for students whenever and wherever possible.
- If the student is still unhappy following discussion with the Academic Management and feel that their complaint is not being resolved, they should speak or write to the Principal. The Principal's decision is usually considered final.

Stage 2 – Formal resolution

- If the student, agent, parent or sponsor remains unhappy once they have completed the informal process, they may take the complaint further by writing to the Director:

Dr. Ali Kurmanbayev
Director
Cambridge Seminars College
87-89 Cherry Hinton Road
Cambridge CB5 7BS

Stage 3 – External resolution

- If the student, agent, parent or sponsor remains unhappy following the first two processes they may appeal in writing to the British Accreditation Council or the Independent Schools Inspectorate.
- They are external and independent body overseeing provision throughout the United Kingdom.

British Accreditation Council

Ground Floor
14 Devonshire Square
London
EC2M 4YT

Independent Schools Inspectorate

9-12 Cap House
Long Lane
London
EC1A 9HA

Accommodation Issues

Stage 1 – Informal Resolution

- It is hoped that the vast majority of complaints will be resolved quickly and informally.
- In the first instance, the student should discuss any issues with their homestay host, residence manager or warden as appropriate.
- Should the student still be unhappy, they should speak to a member of the Student Services team. The Student Services team are available for students whenever and wherever possible.
- If the student is still unhappy following discussion with the Student Services team and feel that their complaint is not being resolved, they should speak or write to the Principal.
- The Principal's decision is usually considered final.

Stage 2 – Formal resolution

- If the student, agent, parent or sponsor remains unhappy once they have completed the informal process, they may take the complaint further by writing to the Director:

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Booking/Financial issues

Stage 1 – Informal Resolution

- It is hoped that the vast majority of complaints will be resolved quickly and informally.
- In the first instance, the student should discuss any issues with the sales and marketing team.
- If the student is still unhappy following discussion with the sales and marketing team. and feel that their complaint is not being resolved, they should speak or write to the Principal.
- The Principal's decision is usually considered final.

Stage 2 – Formal resolution

- If the student, agent, parent or sponsor remains unhappy once they have completed the informal process, they may take the complaint further by writing to the Director:

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  Director
  Cambridge Seminars College
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Stage 3 – External resolution

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Safeguarding/Compliance issues

Stage 1 – Informal Resolution

- It is hoped that the vast majority of complaints will be resolved quickly and informally.
- In the first instance, the student should discuss any issues with the Designated Safeguarding Lead or appropriate manager.
- Should the student still be unhappy, they should speak to a member of the Student Services team. Student Services team are available for students whenever and wherever possible.
- If the student is still unhappy following discussion with the Student Services team, and feel that their complaint is not being resolved, they should speak or write to the Principal.
- The Principal's decision is usually considered final.

Stage 2 – Formal resolution

- If the student, agent, parent or sponsor remains unhappy once they have completed the informal process, they may take the complaint further by writing to the Director:

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Director
Cambridge Seminars College
87-89 Cherry Hinton Road
Cambridge CB5 7BS

Stage 3 – External resolution

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This policy can be made available in large print if required.

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