



English Path Dublin Complaints and Grievance Policy

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Introduction:

English Path is committed to providing a high-quality educational experience. We value feedback from our students and partners and aim to address any concerns promptly and fairly. This policy outlines the procedures for handling both complaints and grievances.

Definitions:

- **Complaint:** A formal expression of dissatisfaction regarding the standard of service, facilities, or administration provided by English Path.
- **Grievance:** A formal expression of concern regarding unfair treatment, discrimination, or a breach of rights by English Path or its staff.

Principles:

- **Fairness:** All complaints and grievances will be treated fairly and impartially.
- **Confidentiality:** Information relating to complaints and grievances will be handled confidentially, in accordance with data protection legislation.
- **Timeliness:** Complaints and grievances will be addressed promptly and efficiently.
- **Transparency:** The process for handling complaints and grievances will be clear and accessible.

Procedures:

1. Informal Resolution (Complaints and Minor Grievances):

- **For lesson-related complaints:** Students should first speak to their teacher.
- **For other complaints or minor grievances:** Students should speak to a member of the Student Services Team.
- Every effort will be made to resolve the issue within 24 hours.
- If the issue is not resolved, proceed to Step 2.

2. Formal Written Complaint/Grievance:

- If the student/partner is not satisfied with the informal resolution, they can submit a formal written complaint or grievance.
- The complaint/grievance form can be downloaded from <https://www.englishpath.com/policies-and-procedures/>, collected from the Student Services Office, or requested by emailing info@englishpath.com.
- The completed form should be emailed to info@englishpath.com.
- A written acknowledgment will be sent within 24 hours.
- A full written response will be provided within 10 working days, outlining the outcome of the investigation and any actions taken.

3. Escalation to Senior Management:

- If the student/partner is not satisfied with the outcome of the formal written complaint/grievance, they can escalate the matter to the relevant member of the Senior Management Team:
 - **Operational Complaints:** Sian Matos: smatos@englishpath.com
 - **Academic Complaints:** Mary-Ellen Wright: mwright@englishpath.com
 - **Online Complaints:** Greg Nowak: gnowak@englishpath.com
 - **Managing Director of English Path:** Mike Summerfield: msummerfield@englishpath.com
- The Senior Management Team member will review the case and provide a final written response within 10 working days.

4. External Bodies:

- If the student/partner remains dissatisfied after exhausting the internal procedures, they can contact the following external bodies:
 - **QQI (Quality and Qualifications Ireland):** For concerns related to the quality of education and training programs. QQI contact details are available on their official website.
 - **ACELS (Accreditation and Coordination of English Language Services):** While ACELS is now integrated into QQI, it is important that English language students are still aware of the previous accrediting body.
 - **The Workplace Relations Commission (WRC):** For grievances related to discrimination or employment rights.

- **The Data Protection Commission:** For concerns related to data privacy and protection.
- **Consumer Protection Commission:** For issues relating to consumer rights.
- Relevant contact information will be provided to the student/partner upon request.

5. Other Feedback Mechanisms:

- **First Week, Mid-Course, and Leavers Surveys:** Feedback and complaints received through these surveys will be treated seriously. Scores of three or below will be treated as formal complaints.
- **Staff Communication:** Students can speak to any staff member.
- **Suggestion Boxes:** Anonymous feedback and complaints can be submitted. All complaints will be processed as above.
- All feedback and complaints will be logged and tracked.

6. Grievance Specifics:

- Grievances that involve accusations of discrimination, harassment, or other serious breaches of rights will be investigated by a designated senior member of staff, who has received appropriate training.
- All parties involved in a grievance will be afforded the right to present their case.

Review:

- This policy will be reviewed annually to ensure its effectiveness and compliance with relevant legislation.