

COMPLAINTS POLICY

Reviewed: June 2025

Next Review: June 2026

POLICY STATEMENT

Birmingham School of English cares about learners the most. We'll work hard to ensure you have a great and fun time learning with us. We also promise to keep getting better in everything we do. This is in line with the school's goals and values, which are available across the school's publicity.

We know that sometimes things go wrong, and we want to fix misunderstandings and complaints quickly, fairly, and best.

We will show you how to tell us if you're unhappy and want to make a complaint, and we'll give ourselves time limits to reply. We will look closely at the complaints and tell you about them regularly. We know complaints can help us get better at what we do. Working closely with our students is important to improve our service.

If you don't like something about the school or the services you got from the school, and you want to tell us about it, you can fill out this form:

COMPLAINTS FORM

If you would like to make a complaint in person, you may take your concern/complaint to the following:

1. Your class teacher

2. Aisha Zeb (Academic Manager), based in the Admin Office – aisha.zeb@studybse.com
3. Imran Iqbal (Centre) based in the General Office - imran.iqbal@studybse.com
4. Umair Ibrar – (Director) Based in the General Office - umair.ibrar@studybse.com
5. British Council – Birmingham School of English is accredited by the British Council.

Complaints can be made by post or email your complaints to:

Post: British Council, Accreditation Unit, Bridgewater House, 58 Whitworth Street, Manchester, M1 6BB, UK; Email: accreditation.unit@britishcouncil.org

INFORMATION AND COMMUNICATION

We will work hard to help you understand how to complain if you need to.
Here are some ways we use to tell you about the complaints process:

- When you start, we'll tell you about it in your induction.
- We'll email you a student handbook before your course begins, and it will have this information.
- You can find this info on school notice boards too.
- You can also talk to our trained staff if you want to know about this.
- You can always find this info on the school's website.

WHO TO SEE ABOUT PROBLEMS

Everyone who works at Birmingham School of English must quickly, fairly, and nicely respond to a complaint.

The Centre Manager is responsible for ensuring the complaints policy is used

well and smoothly.

If you encounter any issues or have concerns during your time at the Birmingham School of English, please follow these steps to resolve them effectively:

Academic Problems: Start by speaking directly with your class teacher or tutor. They can often address and resolve class content, teaching methods, or classroom behaviour concerns. You can also contact Aisha Zeb, the academic manager.

Welfare Services: If the issue persists or is unrelated to classroom instruction, contact Ambra Pestean. She can assist with various concerns, including personal issues, academic support, and general inquiries.

Management Staff: For more serious concerns or issues that the above steps have not resolved, you should contact the school's management staff. Please contact Imran Iqbal.

We encourage you to address problems as early as possible to ensure timely resolution and maintain a positive learning environment.

If this method of handling complaints doesn't work and the person is still unhappy, they can talk to the Director.

MONITORING AND EVALUATION

We regularly monitor and assess how our student complaint procedures are working. This helps us ensure that the process is fair, effective, and helpful for everyone. By closely monitoring how things are going and listening to feedback, we can identify areas that need improvement and make necessary changes. We aim to ensure that the complaints process runs smoothly and that students are treated well throughout their experience with us.

