

## Clare English Language School Assessment Complaints Procedure

At Clare English Language School we aim to provide a quality service to our students and to provide a safe and supportive environment where students can study, learn and enjoy their experience. At the end of every course students are given an Opinion Sheet. Each student is asked to comment on every aspect of the course. These opinions are then used to improve the quality of future courses, thus diminishing the likelihood of complaints. We try to anticipate any potential problem areas and deal with these before they can become serious problems.

From time to time, however, disagreements can arise. What follows is general advice about the practical steps you can take to raise your concerns.

In the majority of cases, the best way to resolve a problem is to talk to the person you are having a problem with. This might be a teacher, workshop leader, excursion leader or Host Family. Most problems can be resolved at this stage.

If the problem still persists then bring your concerns to Alan Williamson, the Director. He is present on the school grounds every day, accompanies the students on all excursions and generally has a great deal of contact with the students. If the problem occurs with a Host Family, he is willing and able to visit the Host Family to resolve any issues. He is always willing to speak with parents of students by phone or e-mail.

Every effort will be made to resolve your complaint in a speedy manner.

Contact details for Alan Williamson:

Post:	e-mail	Telephone:
Sonas	<a href="mailto:alan@cels.ie">alan@cels.ie</a>	Mobile: +353 85 7394465
Ogonnelloe		Landline: +353 61 923024
Scariff, Co. Clare		
Ireland		