

Complaints Policy

Yorkshire English School welcomes all feedback from learners and members of staff. Informal and formal complaints are taken seriously and staff will follow standard school procedures when dealing with them. The school will make sure that all feedback and complaints received, are responded to.

If a learner is unhappy with a situation or their education then they should speak with their teacher first. If they don't feel comfortable, they are able to speak with the Director of Studies or Principal. For complaints that are not related to education, learners can speak to the Learner welfare or Safeguarding team. If the response given is not satisfactory from the above members then a learner may address the complaint to the school's director.

Complaint forms are available from the school administrator. All complaints must be made individually and not as a group, and will be dealt with separately.