

## Complaints policy

### We aim to ensure that:

- making a complaint is as easy as possible;
- we deal with it promptly, politely and confidentially;
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.;
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally, and dealt with quickly.

### Our aims are to:

- resolve concerns quickly before they become complaints;
- react swiftly to any concern or complaint with the aim of reaching a satisfactory outcome
- enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

### We will:

- act in a courteous and professional way
- treat complaints seriously
- acknowledge any formal complaint in writing within 2 working days of its receipt and;
- respond within 15 working days;
- deal reasonably and sensitively with the complaint;
- take action where appropriate.

### We will not:

- Differentiate the complainant from other people just because they have made a complaint;
- discriminate against the complainant for any reason (including colour, race, nationality, religion, age, sex, sexuality or any disability).

Tellus College is a trading name of Tellus Education Group Ltd.

Head office: Swarthmore Centre | Mutley Plain | Plymouth | PL4 6LF | UK

Portsmouth School: Portsmouth Guildhall | Guildhall Square | Portsmouth | PO1 2AB | UK

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[www.meridianenglish.com](http://www.meridianenglish.com)

Registered in England and Wales. Company number: 03029969



### A complainant's responsibility is to:

- raise any concern promptly and directly with a member of staff in Tellus; reception staff are always at hand to deal with any concerns
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow Tellus a reasonable time to deal with the matter;
- recognise that some circumstances may be beyond our control;
- state their complaint, in writing, as soon as possible and normally within 2 weeks of the issue arising; if Tellus does not receive further contact from a complainant within 15 working days of the date of the response letter the matter will be deemed closed.

### Confidentiality

Complaints will be treated with discretion and information regarding a complaint will be shared only with those persons who need to be involved in order to bring the matter to a satisfactory resolution.

### Responsibility for Action

All formal complaints will be allocated to a senior manager for action.

### Monitoring

The complaints log will be reviewed on a quarterly basis by the Director of Operations or relevant Department Manager.

### Still not happy?

If you are not happy with the response you receive, you can take the matter further by getting in touch with the Complaints and Compliance Manager at [info@tellusgroup.com](mailto:info@tellusgroup.com).

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