

## Student Complaints procedure

### Excerpt from Students' Handbook 2012/13



#### Any complaints?

We hope your experience with ICE will be an enjoyable and educational one. If you do have a complaint or any questions, there are a number of things you can do. Firstly, you can speak to your teacher. Teachers do want, like & need feedback. Secondly, if you do not wish to speak to your teacher, you may talk to your Director of Studies (Vanessa). Ultimately, if you still feel that your question or complaint hasn't been resolved, you can speak to Tim Shoben (Director) who will try his very best to help you. If you have a problem – WE WANT TO HEAR ABOUT IT!

We are sure that you will find all our staff and students to be friendly and welcoming, but if you feel that you have not been treated well, please report this to Tim or Vanessa as soon as possible.

You will also have an opportunity to fill in an anonymous questionnaire in which you can express yourself freely (you don't have to use your name). These questionnaires are available on the first staircase on the left in 97 White Lion Street.