Policy	Student Complaint and Grievance Policy
Purpose	This policy explains how learners, staff, and others can share problems or concerns at Emerald Cultural Institute. The process is clear, fair, and simple to follow. At Emerald, people are at the heart of what we do. We want to make sure everyone feels safe and valued. If learners tell us their concerns, it helps us to improve and give the best care and service. Our goal is to give students and staff a positive experience, where they can learn, grow, and reach their goals. This policy also makes sure we are fair, open, and honest. It helps us build trust and get better at what we do.
Responsibility	The School Directors, including the Academic Director are responsible for making sure this policy is followed. All staff members promise to handle complaints in a professional and prompt quick way.
Scope	This policy applies to: - Our learners - Our academic team - Our administration team - Our accommodation Team - All programmes, activities, services and events offered by Emerald Cultural Institute (all centres, on and off-site) - All services offered by Emerald Cultural Institute, for example accommodation, learners welfare, and any other aspect of the learner's experience
Implementation and review	1. **Communication and implementation:** This policy will be shared with our staff, students and other stakeholders (such as agents and partners) through relevant handbooks and websites. 2. **Review:** Regular reviews will ensure the policy remains relevant to our context. Feedback from staff, learners, and stakeholders will guide ongoing improvements 3. **Updates:** Any changes will be approved by the relevant team and communicated promptly to all affected parties, ensuring the interests and rights of staff and learners are considered. See below for record of updates.
Definitions	A complaint is when a learner has a problem or feels something needs to be fixed. This can be about any part of their experience at the school.

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Area 1 of policy	**Feedback and Communication** We encourage learners to share their feedback often. Every month, learners are asked to fill out a feedback form to write about their experience and to let us know of any problems. Separate Academic feedback forms are also sent out monthly. At the end of week 1 learners are also asked for feedback. Mentor meetings are arranged with learners to discuss all aspects of the programme. Learners can also talk directly to the right staff member to solve problems quickly. Also see our student handbook for information about how to do this and who to see.
Area 2 of policy	**How to Make a Complaint: Informal Process** **Talk About the Problem:** Students should try to solve the problem by talking to the person involved. For example, talk to your teacher about classroom issues or the Accommodation Officer about housing problems. **Response and Help:** The person you speak to must reply within three working days and try to help solve the problem. Other staff may also help if needed. **What Happens Next:** - If the problem is solved, no further action is needed. - If the problem is not solved, you can use the formal process or decide not to continue.
Area 3 of policy	**How to Make a Complaint: Formal Process** **Send Your Complaint in Writing:** - Write your complaint and send it to the Academic Team or the Administration Team (check this). If your complaint is about the Academic Team, send it to the Academic Director or School Director - Explain the problem clearly and include any evidence, if possible. - Send the complaint within five working days after the problem happened. **Investigation**: - The Academic Governance Committee and/or Academic management team will look into the complaint or ask a staff member of the relevant department to investigate - The person your complaint is about will be told and asked to give their side of the story. **Decision and Communication:** - The investigator will look at all the evidence. - The decision will be shared in writing with everyone involved, including the person who made the complaint. - The decision may: a. Reject the complaint

	b. Suggest ways to fix the problem c. Offer recommendations - Independent Process: a. If the complaint cannot be solved internally, you may use an independent process organised by Emerald Cultural Institute - Record and Review: a. All formal complaints will be recorded. b. The Academic Governance Committee or other school teams will review complaints to help with continuing Quality Assurance
Area 4 of policy	**Additional Rights and Responsibilities:** - People making a complaint can bring a friend, family member, or colleague to meetings. Lawyers cannot act as legal representatives in these meetings. - The person the complaint is about has the right to know the details of the complaint and to respond. - Complaints must follow Emerald Cultural Institute's Code of Conduct.
Area 5 of policy	**Confidentiality** All complaints will be kept private. Information will only be shared with staff who are helping to solve the problem.
Record keeping	All complaints are recorded, checked, and kept securely. This helps us stay responsible and keep improving.
Appeals	If a learner is not happy with the solution to their complaint, they can take the issue to the School Director. The Director will check the problem and make a final decision within five working days. If necessary an independent procedure will then take place.
Key contacts	**Academic:** Eithne Kelly eithne@eci.ie **Accommodation**: accommodation@eci.ie **Student Welfare:** studentwelfare@eci.ie

Updates

Date	**Summary of changes**	**Approved by**
2022	Policy updated to include contacts	Senior Management Team?
December 2024	Realigned to our mission Statement and to our new standard policy template (expanded to include purpose summary, scope, implementation and review	Senior Management Team?

	SOP, summary of record keeping and appeals process). Modified to be easily read by a typical learner at A2 level.	