

Complaints Procedure

Statement of intent:

We always do our very best to make sure that you and your child are fully satisfied with their course and time at camp. We welcome any feedback from students, parents and partner agencies, and understand that not all of this will be positive. We intent to listen to concerns and deal with these fairly, promptly and without prejudice.

If your child has a complaint while at camp, it is important that this is brought to the attention of a member of staff immediately so that we can try and fix the problem as soon as it arises. Your child can speak to any staff they feel comfortable talking to. For specific help, the following staff can be contacted:

For accommodation, health and dietary complaints – The Administrators, Medical Officers, House Parent

For English language related complaints – The Director of Studies

For sport, music, dance related complaints – The Head of Sport / Music / Dance

For social time (evenings and weekend excursions) complaints – The Events Managers / Activities Manager

If you or your child would prefer to speak with the person in overall charge at the camp, you can reach the Centre Manager by contacting the camp office.

For serious problems or for a problem the Centre Manager is unable to resolve, please contact the Head Office – 0044 1444 444777 / admin@exsportise.co.uk

Compensation:

If Exsportise is unable to solve the problem to your satisfaction during the course please write to us at Head Office – 0044 1444 444777 / admin@exsportise.co.uk / Exsportise Ltd, Aberdeen House, South Road, Haywards Heath, West Sussex, RH16 4NG – within 10 days of your child leaving camp with all the details.

We will only consider compensation if this procedure has been followed.

If you still feel that Exsportise has been unable to solve your problem you are welcome to contact English UK or the British Council for further help.

Filing a complaint through English UK:

Email: info@englishuk.com

English UK will talk to you and Exsportise and try and mediate, to find a solution acceptable to both parties. If mediation doesn't work, your complaint will be passed on to the English UK 'Ombudsman', an independent person who understands how language schools work. The Ombudsman will listen to both parties, and Exsportise must do whatever they decide.

To read the full student complaints procedure please visit:
<https://www.englishuk.com/en/students/complaints-procedure>