

University of London - International Foundation Program
Delivered by PwC Academy
Concerns and Complaints Procedure

The managers of PwC's Academy/UoL Programme are available to speak to parents regarding any matters concerning their children. Contact the administration team at any time to arrange a meeting.

Stage One – Informal	Parents contacts teachers
Stage Two – Formal complaint	Parents refer complaints to the program coordinator
Stage Three – Formal Complain Appeal to the Program Director	Parent refers complaints to the program director

Stage One: Informal

It is hoped that most complaints and concerns will be resolved quickly and informally

It parents/guardians have concerns they should normally speak to their child's subject teacher. A matter raised orally may be necessarily be acknowledged by the academy in writing.

Written notification of a concern will be acknowledged in writing within two working days during term time and as soon as practicable in the holidays. In many cases, the matter will be resolved promptly by the means to the parent's satisfaction. It is expected that in almost all cases this will lead to an agreement or understanding being reached between the various parties. The subject teacher will make a written record of all concerns and complaints, and any responses, and the data on which they were received.

Where the first contact is directly to the program director, this will be initially treated as an informal complaints and will be referred back to the subject teacher.

Stage Two – Formal complaint

Should the matter not be resolved with a reasonable time period or in the event that the class teacher and the parent/guardian fails to reach a satisfactory resolution then parents should promptly put their complain in writing to the program coordinator.

The program coordinator will look into the complaint and respond to the parent in writing, stating clearly how the judgement were arrived at and made, based on the facts presented and further investigations.

The program coordinator will keep written records of all meetings and interviews held in relation to the complaint.

Stage Three – Formal Complain First Appeal to the Program Director

Should the matter not be resolved within a reasonable time period or in the event that the program coordinator and the parent fail to reach a satisfactory resolution then parents promptly refer their complaint to the program director in writing. The program director will decide, after considering the written complain, the appropriate course of action to take and would normally ask the relevant head of academy to investigate further

The program coordinator will provide the program director with all previous recorded documentation.

Once the program director is satisfied that, as far as it is practicable, all of the relevant facts have been established, a written decision will be made and parents/guardians and third parties will be informed of this decision in writing, normally within five working days of the decision having been made.

Third parties should write directly to the program director about any concern or complaint

Guidelines for staff

The academy office will not expect staff to leave lessons to answers telephone enquiries regarding complaints from parents. However, staff should respond to telephone messages and email as in concurrence within 24 hours. Most minor issues can be resolved quickly but in case of complaints concerning our policy or other staff members, advice should be sought from program director or the program coordinator

All staff members who receive a complaint from a parent of a student should record the complaint, the date received and any responses that been given