

COMPLAINTS POLICY

CRC Bible School is committed to providing excellence in standards and quality of teaching and learning to all of our clients and stakeholders. However, we do recognise that things do not always go according to plan and that there can be times when you will feel dissatisfied with our services. We value complaints and use these to better our School.

We believe that when dealing with concerns, it is best to operate in the most direct and honest fashion as a way to work towards a resolution. Many problems are resolved when a student makes an appointment with a member of staff or the Senior Management Team.

Stage 1

The first stage of a complaint is for the Student Welfare Officer to receive a complaint either verbally or via the complaints form. An on-the-spot apology and explanation to resolve the problem will be sought initially. If the individual who complained is happy with the immediate problem solve presented by the Student Welfare Officer, an email will be sent with a “resolved status” within 5 working days. If the immediate proposal is not agreed to, stage 2 can be actioned.

Stage 2

The second stage of complaint is the stage of investigation. This is where the complaint that is not resolved by the Student Welfare Officer and is passed onto the Senior Management Team as a formal complaint.

In order to pursue this route, formal complaints must be made in writing (if not done already in stage 1) and addressed to the CRC Bible School using the CRC Bible School Student Complaint Form, available online at www.crcbibleschool.co.uk or at request from any member of staff at the School via bibleschool@crclondon.com.

If the individual who complained is happy with the response given by the SMT, an email will be sent with a “resolved status” within 5 working days. If the response given regarding the complaint is not satisfactory, stage 3 can be actioned.

Stage 3

After stages 1,2 and 3 have been exhausted via the CRC Bible Schools complaints procedure, the next stage is to take the complaint to the BAC.

This can be done by visiting the website;

<https://www.the-bac.org/bac-complaints-procedure/>

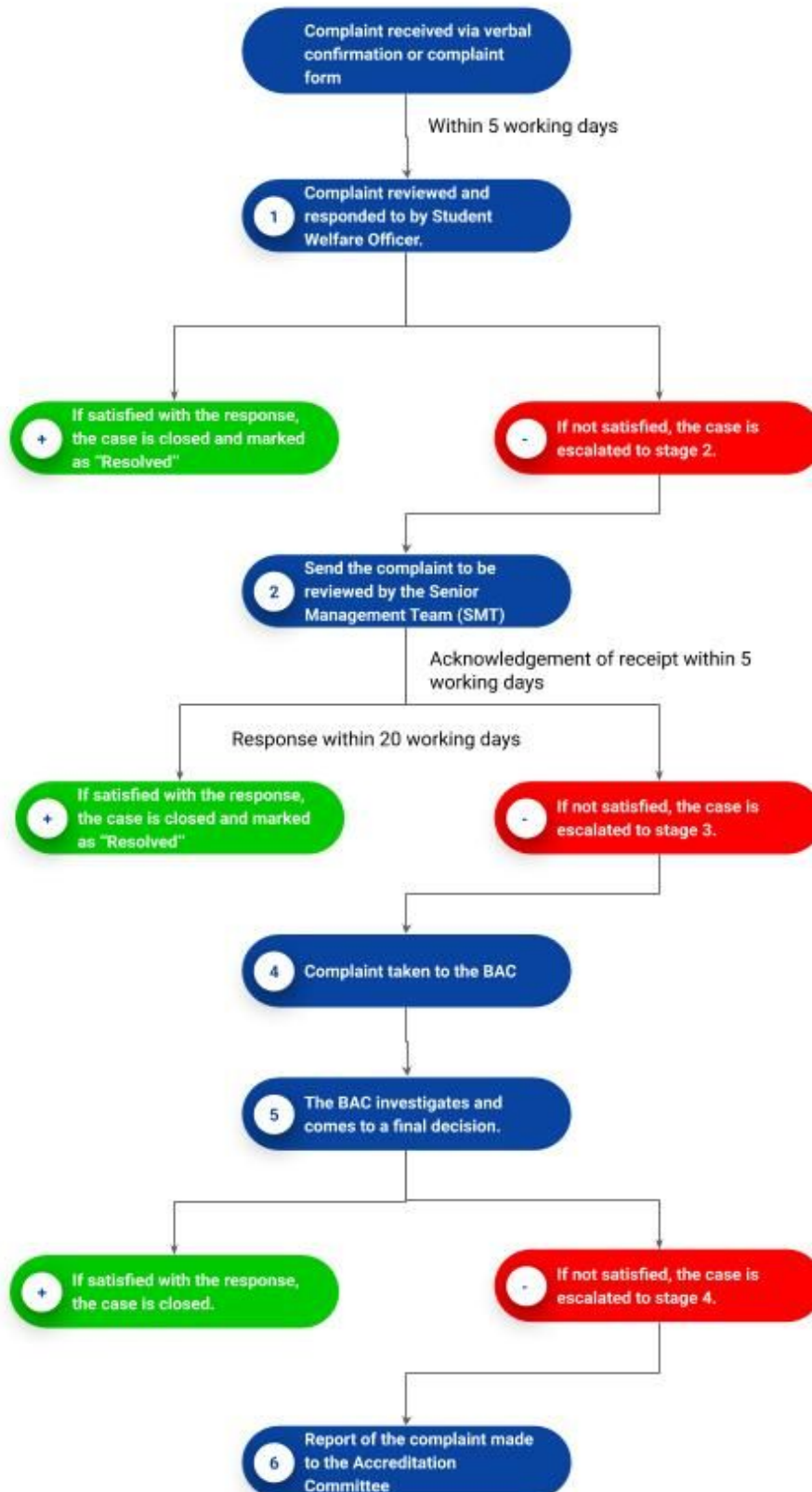
Please ensure that you have included the following to the BAC;

A full description of all circumstances leading to the complaint being made.

1. A signed statement indicating that you authorise BAC to contact the institution on your behalf.
2. All documentation relating to the complaint being made, including, but not limited to:
 - enrolment letters
 - any receipts for payments made to the institution
 - any visa letters sent and received (if relevant to the complaint)
 - any correspondence between you and the institution which relates to this complaint (this should include documentary evidence that the provider's own complaints procedure has been used and exhausted)
 - the provider's terms and conditions and/or refund policy, if you have access to this
 - Any other relevant documentary evidence
3. N.B. Please ensure that you retain copies of all submitted documents as it will not be possible for BAC to return them.

The address to communicate the complaint to the BAC;

Ground Floor
14 Devonshire Square
London
EC2M 4YT



Definition of a Formal Complaint

Please see below some definitions that guide our complaints process.

A Formal Complaint is a concern or formal charge of dissatisfaction with a person, service or process that requires investigation, clarification and/or resolution.

- First Stage Complaint: A verbal / or written complaint is made and resolved by verbal and email communication. Here complaints/concerns will not be recorded or tracked.
- Second Stage Complaint: A written complaint based on the definition of a formal complaint that requires a signature. If the form is submitted without the details of the students name then it will not be considered. These complaints are tracked by a member of the Senior Management Team (SMT) to ensure that the action is taken to work towards resolving the issue. We will acknowledge receipt of your complaint within 3-5 working days. The complaint will then be discussed in a SMT board meeting and a full response back will be given back via email within 20 working days.
- Exclusions: Note that this complaints procedure does not apply to student-to-student complaints. Furthermore, queries concerning student grades and/or disciplinary processes cannot be made through the student complaints process.

It is easier for us to resolve issues or complaints if you make these quickly and direct these to the school service concerned or to the SMT. Please talk to a member of staff if you require any further information. When complaining, tell us:

- your full name and address
- as much as you can about the complaint
- the details of what has gone wrong
- how you would like us to resolve the matter

How long do you have to make the complaint?

Usually,

- within six months of the event you want to complain about, or
- within six months of finding out that you have a reason to complain, as long as your complaint is no longer 12 months after the event itself.
- Only in exceptional circumstances will we allow a complaint beyond the aforementioned timeframes; however, if you feel that the timeframe doesn't apply to your complaint then please tell us why.

Once the School has received your letter of complaint, you will receive a letter of receipt to confirm delivery. The student office will then acknowledge this by signing and dating the complaint form and providing a copy to the student. A record of your complaint and resolution will be lodged with the School Office.