



Customer Care Policy

We want all of our students to be happy

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat your complaint seriously
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service

What is a complaint?

A complaint is when you tell us you are not happy about the service we provide, while you are still attending a course at our school. It can be about anything and could include:

- When we do not deliver the service we are committed to providing
- When we give you the wrong information
- When you receive a poor quality service
- When you have a problem with a member of staff
- When you have a problem with students

What to do if you have a complaint:

- If your complaint is of an academic nature, we suggest you speak to your teacher first, if the issue is not solved, you may speak to the Assistant Director of Studies or the Director of Studies/Head of School.
- If your complaint is about your teacher, you should speak to the Assistant Director of Studies or the Director of Studies/Head of School right away.
- If your complaint is about your accommodation you should speak to the Host Family Coordinator.
- For any other general complaints you can speak to someone at reception and they will direct you to the right person/department.
- You will be given an Initial student evaluation sheet on your 3rd day of your course, and you could also write a note there.

If you are still not happy we kindly ask you to make a formal written complaint in English and signed by the complainant with contact details (minimum phone number and address provided (an email address is not sufficient)).

By email at info@cavendishschool.com (Signed PDF)

In writing to Cavendish School of English
124, Melita Street
Valletta
VLT 1123
Malta

The process for dealing with the complaint

The complaint will be recorded and referred to the Managing Director. The appropriate Department Manager (or, where appropriate, the Managing Director) will respond in writing within 10 days. The school will further report in writing within a further 30 days as to any subsequent action which should lead to the resolution of the complaint.

If the provider is not satisfied by the resolution reached by a Department Manager, it may ask for the case to be reviewed by the Managing Director. The Managing Director will review the documentation and arrive at a decision which will be final.

Should you still not feel satisfied that the complaint has been dealt with to your satisfaction you may direct your complaint to the EFL Monitoring board as follows:

Telephone: 00356 2598 2741

Email: efl.mb.mede@gov.mt

Address : **English as a Foreign Language Monitoring Board**
Ministry of Education and Employment
Education Information Centre
Great Siege Road,
Floriana