

## Eaquals Complaints Procedure

Eaquals is an association whose primary aim is to promote and develop high quality in language teaching and language training services, and all Eaquals members undergo rigorous and regular inspection to ensure that they abide by the Eaquals Charters.

Eaquals may receive a complaint from a student or client about services provided by a member school or institution, or from an employee of a member institution. If this happens the procedure is as follows:

| Steps                                     | PROCEDURE  | Timeframe  |
|---|--|------------|
| <b>1</b>                                  | <ul style="list-style-type: none"> <li>• Eaquals receives a complaint form.</li> <li>• Eaquals acknowledges receipt of complaint form.</li> <li>• Eaquals Secretariat forwards complaint form to the Eaquals Executive Director.</li> </ul>  | 24 hours   |
| <b>2</b>                                  | <ul style="list-style-type: none"> <li>• Executive Director checks that all information has been completed in the form.</li> <li>• If information is missing, Executive Director requests details from person lodging complaint.</li> </ul>  | 1 – 2 days |
| <b>3</b>                                  | <ul style="list-style-type: none"> <li>• Eaquals reviews all details of complaint made.</li> <li>• If Eaquals does not agree with the complaint, the person making the complaint will be informed, and no further action will be taken by Eaquals.</li> <li>• If Eaquals agrees with the complaint, they will inform the school/institution in question and ask them to respond to the complaint which has been made.</li> </ul>   | 1 week     |
| <b>4</b>                                  | <ul style="list-style-type: none"> <li>• Eaquals reviews response from the school/institution in question.</li> <li>• If Eaquals upholds the complaint after reviewing the response, Eaquals will try to mediate between the member school/institution and the person making the complaint.</li> <li>• If Eaquals does not uphold the complaint after reviewing the response from the school/institution, the person making the complaint will be informed, and no further action will be taken by Eaquals.</li> </ul> | 1 week     |
| <b>5</b>                                  | <ul style="list-style-type: none"> <li>• If the person making the complaint is not satisfied with the outcome, they may take their complaint to the Eaquals Ombudsman. This is done via Eaquals.</li> <li>• Eaquals will prepare a summary report of the procedure which has been followed and supporting documentation and any other relevant documents. This is sent to the Ombudsman.</li> </ul>  | 1 week     |
| <b>6</b>                                  | <ul style="list-style-type: none"> <li>• The Ombudsman reviews the complaint and all of the related documentation, examining these against the Eaquals Charters.</li> <li>• The Ombudsman will prepare a report outlining the conclusions reached and indicating any additional steps which are to be followed.</li> <li>• The Ombudsman sends the report to Eaquals who forwards it directly to both parties involved.</li> </ul>   | 2 -4 weeks |
| <b>The Ombudsman's decision is final.</b> |  |            |



## EAQUALS COMPLAINT FORM

*This form is to be completed by anyone wishing to lodge a complaint about a school or institution which is an accredited member of Eaquals.*

*The form should be completed in full and emailed to [info@eaquals.org](mailto:info@eaquals.org) as an attachment.*

*We will confirm receipt of your email and will respond to your complaint within a month of receiving it. This is to ensure there is sufficient time to fully investigate the complaint.*

|   |  |
|---|--|
| <b>This complaint is against:</b><br>(name and location of Eaquals member)  |  |
| <b>Name of person making complaint</b>  |  |
| <b>Your current address and e-mail address</b>  |  |
| <b>Relationship with member organisation</b><br>(e.g. student, client, staff member etc)  |  |
| <b>When did you first become a student, client or employee? (month/year)</b>  |  |
| <b>Are you still a student or employee there?</b><br>If not, when did you leave? (month/year)   |  |
| <b>Please summarise your complaint against the Eaquals member organisation.</b><br>(Use the box below)  |  |
|   |  |
| <b>Has the organization respected the <a href="#">Eaquals Charters</a>? If you think they have not respected them, please explain which clause or clauses they have NOT respected.</b><br>(Use the box below)   |  |
|   |  |
| <b>Have you complained directly to the member organisation, using their own complaints or grievance procedure? (Eaquals cannot consider complaints until the member's complaints or grievance procedure has been exhausted).</b><br>(Use the box below) |  |



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|--|
|  |
| <b>Did the member organisation take any action or respond after your complaint? Please give details.</b><br><i>(Use the box below)</i> |
|  |
| <b>If they did not take any action, what reason did they give?</b><br><i>(Use the box below)</i>                                       |
|  |
| <b>In your opinion, what action should the member organisation take now?</b><br><i>(Use the box below)</i>                             |
|  |
| <b>Any other important information?</b><br><i>(Use the box below)</i>  |
|  |

**I authorise Eaquals to show this complaint form and related documents to the Eaquals member concerned.**

**Full name:**

**Date:**