

## 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. These Charters are available to view and download on the Eaquals website [www.eaquals.org](http://www.eaquals.org)

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 Secretariat 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
	The Ombudsman's decision is final.	