

Complaints procedures

If a student complains about a member for staff or any aspect of ISSOS they will be asked to fill in an incident report and this will be signed off by the Director and all complaints will be taken seriously and investigated fully by the summer school.

All suggestions and complaints made by students or parents will be logged on the administration system and discussed in detail at the Directors meeting at the end of the summer school. These suggestions/complaints will be taken in to consideration and may be implemented for the following summer.

If a complaint is filed during the summer school by a parent or student concerning teaching, accommodation, staff, programming or any other relevant issue it will be dealt with there and then and any suggestion or improvement put in to action - this will however be logged with an incident report and kept on the administration log.

Discipline

All students are furnished with the summer school rules and regulations on arrival and will be asked to sign a form agreeing to abide by all the rules and regulations during their time with us.

If a student breaks the rules or in any way jeopardises the smooth running of the summer school or the safety of a student or staff member the student will be spoken to by our head councillors in the first instance and an incident report filled out. If the behaviour continues or another incident occurs they will be spoken to by the Director, an incident report filled out and their parents contacted.

Their parents will be made aware that if another incident occurs they will be dismissed from the program and sent home immediately.

If the Director decides to send a student home, the Director will contact the students parents and inform them that they must arrange a flight, train or transport to have the student returned home immediately. The student will be supervised and kept under ISSOS supervision until transportation is arranged and they will then be accompanied to the airport, station or car.

If the student comes from a country which required a visa for entry in to the UK the home office will be called and a letter sent to them to inform them of the students return.

Please note all cases will be treated on an individual basis and some incidents where Head Councilors are required to talk with students may not be considered as a initial warning that leads to the Director having to speak with the students.