



## Feedback Policy/Procedures

### Aim

It is our aim to get feedback on all aspects of the student's experience during their time at English Study Camps. This includes not only their learning experience but also their accommodation, the facilities available, the activities programme, the airport transfer service and even the service they received from their agents.

It is also our aim to deal with issues arising out of feedback promptly and to the satisfaction of all concerned.

### Procedures

- During the student induction, students are advised on who to talk to if they have a problem i.e. their teacher about their classes; their House Parent (at residential centres) or the Accommodation Manager (at ESC Wimbledon) about their accommodation or if they have any personal problems of any kind; the Social Activities Manager (at residential centres) or the Excursions & Activities Manager (at ESC Wimbledon) about the social programme; and any member of staff for any other general queries who will direct their query or problem to the relevant staff member. During the induction tour on their first day in the school they are introduced to some of these staff and shown where to find the others.
- Residential Centres: During house meetings and through one-to-one discussions with students, House Parents garner feedback informally from students on all aspects of the course, the centre and their accommodation. Any issues raised at this stage are dealt with in liaison with the Centre Manager.
- At the end of their first week at the centre students attend a short "Arrivals" meeting where they are asked about their stay, and asked to complete an end of week one Feedback Form. The intention here is to find out early if the student is dissatisfied in any way with their stay here.
- In their final week, students are asked to complete a questionnaire about their stay at the centre. The students are invited to rate and comment on classes and teaching, administration, the social programme, their accommodation, the school in general and any other information or suggestions on how we can improve that they would like to feedback to us.
- Each week a selection of those who are leaving from each class are asked to attend a "Leavers" Meeting with the Centre Manager. During this meeting students are encouraged to feedback on things they liked and things they didn't like about the school and their stay here. This includes suggestions for improvement.
- Information gathered at leavers' meetings are fed back to the other managers and passed on to teachers, social activities leaders and house parents at their regular meetings. Complaints are passed on to relevant staff immediately.
- Leavers' Feedback Questionnaires are normally completed by the Thursday before the student's departure. They are checked by the Centre Manager, the Director of Studies, the Social Activities Manager and Head of Welfare, and any issues such as an unhappy student are dealt with immediately.

# ENGLISH STUDY CAMPS

by Wimbledon School of English



- Data from the Leavers' Feedback Questionnaires are compiled and analysed by the management team at Wimbledon School of English. Trends are noted and necessary action is planned for future English Study Camps Courses
- Serious problems that are highlighted through our feedback procedures are dealt with as set out in the Complaints and Suggestions Policy and Procedure.