

Feedback Policy and Procedures

Aim

Berlitz Manchester aims to get feedback on all aspects of the students' experience during their time at Berlitz. This includes not only their learning experience but also their accommodation, facilities available, the social 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 Welcome Talk, students are advised on who to talk to if they have a problem i.e. their teacher about their classes; the Accommodation Manager about their accommodation; the Social Programme Organiser about the social programme; the Welfare Officer if they have any personal problems of any kind and Reception for any other general queries. 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.

At the end of their first week in the school students attend a brief one2one review with the DOS or Senior Teacher where feedback is taken regarding their week 1 experience and any issues that may have arisen. The intention here is to find out early if the student is dissatisfied in any way with their stay here.

All students have a short tutorial with their teacher every 12 weeks, or once during their stay if here for fewer than four weeks. The main purpose of this is to follow-up regarding progress against their personal learning targets as set-out in their Individual Learning Plan which is established on arrival Day 1. This tutorial is delivered by a senior academic manager (DOS or ADOS or Senior Teacher, as appropriate) and students complete an Interim Experience Review. Any problems arising are dealt with by the academic manager or escalated to the appropriate person immediately following the tutorials.

In their final week, students are asked to complete a questionnaire about their stay at Berlitz Manchester. The students are invited to rate and comment on classes and teaching, administration, the social programme, their accommodation, and the school in general. They are also asked for any other information or suggestions on how we can improve that they would like to feedback to us.

Information gathered is compiled and discussed at Monthly Management meetings. Complaints are passed on to relevant staff immediately.

An Open Door policy is operated at Berlitz. However, students are also advised that they can escalate problems that are not resolved to their satisfaction to either the DOS, Accommodation Manager, Business Manager, or the Principal (see Berlitz Complaints Procedure, which is highlighted in students handbook given to students on Day 1 and is on the noticeboard in the hall).

Serious problems that are highlighted through our feedback procedures are dealt with as set out in the Berlitz Complaints and Suggestions Policy and Procedure.

VERSION CONTROL

Version	2.0
Originator	Director Of Studies
Effective from	1 st October 2022
Approved by	Berlitz Executive Committee
Date Approved	2022

Issue 2

Date: 030119