



## **Feedback Policy/Procedures**

### **Aim:**

To get feedback on facilities, buildings, teaching, admin, social programme, accommodation, transfer service – in other words all aspects of a student's stay in Bristol, so that we can continue to improve our service to students.

### **System currently in place at ELC includes**

- From the first day, students are encouraged to talk to us, to let us know how they feel
- First week feedback forms
- Regular interviews with teachers. Always in the first week and then every subsequent 3/4 weeks depending on the course length
- Weekly staff meetings with feedback about each individual student from their 'first' teacher
- Informal chats with teachers, the Principal, the Director, the vice Principal, the Accommodation Officers, the Social Organiser, conversation-club teacher, and homestay families
- Every class has a nominated class representative whose role is to help new students to integrate and to pass on general student feedback to management. These student reps meet with the Vice Principal (Abon) and Principal (Pembroke) every 3 weeks.
- Mid-course reports from all students staying on at the end of a course
- Complaints procedure outlined in the student files and on the notice boards
- End of course leavers' reports – students are now asked to grade their evaluation of their teacher, learning, their progress, the school buildings, school facilities, social programme, administration and staff support, accommodation, the service of their agency and their overall impression of the school. Records are kept on the database and reviewed at staff meetings. Records of homestay evaluations have been kept for 4 years.
- Suggestions box
- Student reports given to agents on return home
- Teacher and admin staff feedback forms
- Host family feedback forms

### **Reasons for reports/feedback procedures**

- There is always room for improvement
- We want to avoid complacency
- We really want to know how students feel – both positive and negative opinions. Some students find it difficult to tell you what they think, particularly if it is negative. It is easier for them to write down their comments
- They are useful for assessing new families and new teachers



- They enable us to help and support individual teachers and homestay families and residential accommodation
- Without feedback procedures, we would get any negative comments directly from agents or even worse, might never hear those comments – the agency concerned just stops working with us. Agents often say to us that they love our school because they never have any problems. Our strength is that we deal with problems in house and therefore the only comments going back to the agents are positive ones. If we get an unexpected negative comment in a leaver's report, it shows that the on-going feedback procedures have not worked
- Students should be encouraged at all times to let us know how they feel
- EFL is a service industry and our students are our clients – there are feedback procedures in place in all service industries. Our student clients have the right to evaluate what they have paid for.

### **General Points**

- From the positive feedback we get from both students and agents, we know we have great teachers, staff and families. We also understand that almost everyone gets negative feedback at some time or other
- We presume staff are not too upset if they read or are told there was not enough H/W, "I wanted more pronunciation," "I wanted to visit Scotland" etc. These things can be easily rectified or talked about with the student before they leave
- The difficult comments are the more personal ones
- We understand that there will always be 'tricky' students who 'have an agenda' and we should not take one-off cases too seriously. However, if there are several similar comments, we have to talk about the problem and try to solve it, even if this is quite difficult, as we want to help and support staff and families and to avoid the problem recurring
- The teachers' feedback forms are designed to allow the teacher to make comments on a class in general or on an individual student. We are fully aware that students' views only represent one side of an issue
- We must try to get all student reports in on a Wednesday so that we have a chance to speak to students before they leave; negative comments are often not nearly as bad as they seem on paper when we speak to students about their comments
- We really think it is best if everyone makes a point of looking at leavers' reports for their classes. This means that everyone will see all the positive as well as any negative comments. If there is something that is particularly personal or upsetting for a member of staff, the DoS will deal with this directly.

### **Procedure**

At the end of term, leavers and mid-course report forms are handed out to all students towards the end of the lesson on the Monday of the final week. Students are asked to fill them in and hand them to the teacher. If the students need more time, they can hand them in to the office by the end of the day (Monday).



If it is not the end of a main term, leavers' report forms are given out to students who are leaving, at 11.00 on Tuesday. Teachers should ask students to fill them in and hand them in to the office by the end of the day. If students are reluctant or don't want to fill in the forms, we think it is best not to press them.

Evaluation forms will be in the staff room all day on Wednesday so that all staff have the opportunity to see them. Any comments on the leavers' report should be addressed to the DoS as soon as possible.

### **Complaints**

We hope to avoid complaints by our regular student interviews and by acting quickly to solve any student's problems with family or teacher.

In the very rare event of an irreconcilable difference with a student that cannot be cleared up by talking or by consulting with the agent who sent the student, we will help the student to find another school and refund any fees due to the student.

The school has a clearly stated complaints procedure in place which is displayed in every classroom.

If students feel their complaints are not addressed, they are advised to write to English UK