

Student Grievances and Complaints

Most of our customers find their time at The Culinary Center of Athens extremely enjoyable and fulfilling. However, when there are problems, this is how they are dealt with.

It is The Culinary Center of Athens policy to respond to any complaints as quickly as possible and to make working conditions fair for staff and students alike.

The office operates an open door policy and help can be sought at any time.

- **A customer has a problem with the other customers in their class:**

1. They should talk to their class teacher
2. Their class teacher will investigate any issues brought to their attention and seek guidance where necessary. The Class Teacher will get agreement from the customer before proceeding with any action
3. The class teacher will deal with any inappropriate or discriminatory behavior regardless of the specific complaint. The Principal should be informed
4. If the customer is still not satisfied, they should request a meeting with the Principal

- **A customer has a problem with their class teacher:**

1. They should discuss this with the Principal
2. The Principal will investigate any issues brought to their attention.
3. The Principal will discuss with the class teacher any ways in which their style or actions could be moderated in order to prevent further problems. The Principal will discuss with the customer any ways in which they could help to improve the situation
4. Should it be impossible to resolve the situation with mutual effort, the Principal will attempt to move the customer to another class, although this may not be possible until the end of a term and may require another customer to agree to swap classes. It is not always possible to move customers to another class

- **A customer has a problem with a teacher (not their class teacher):**

1. They should discuss this with their Class Teacher
2. Their class teacher will automatically discuss this with the teacher's line manager and notify the Principal. They will investigate any issues brought to their attention
3. The line manager will discuss with the teacher any ways in which their style or actions could be moderated in order to prevent further problems. The Class Teacher will discuss with the customer any ways in which they could help to improve the situation. The Principal will ensure progress is monitored.

- **A customer has a problem with another customer:**

1. They should discuss this with their Class Teacher
2. The Class Teacher will investigate any issues brought to their attention and seek guidance where necessary. The Class Teacher will get agreement from the customer before proceeding with any action
3. If both customers are within the same class, the Class Teacher will propose any ways in which the behaviour of either student could be moderated in order to prevent further problems.
4. If the customers are from different classes, the Principal will propose any ways in which the behaviour of either student could be moderated in order to prevent further problems
5. If bullying behavior is discovered, it will be dealt with by the Principal regardless of this specific complaint



- **A customer has unacceptable level of absence:**

1. The Class Teacher will notify the customer and the Principal when attendance becomes a concern. The fee payer will also be notified if that is a different person to the customer. The student will be reminded of the minimum attendance required to be eligible to take the exam
2. If the customer then exceeds that limit, they will not be entitled to take the end of term examination. They will not be eligible for a certificate of attendance but in compassionate situations The Culinary Center of Athens will prepare a document detailing what the customer has covered and the level they have achieved.
3. In compassionate situations, where not enough skills have been covered for a Certificate of Attendance to be awarded, The Culinary Center of Athens may award a Certificate of Attendance with notes of skills not covered. (for examples of compassionate situations see below)

- **A customer is not progressing fast enough to achieve the target qualification:**

1. The Class Teacher will notify the student and the Principal of their concerns.
2. The Principal and Class Teacher will formulate a plan to aid the customer's learning which they will then discuss with the customer. They may request information regarding any existing or potential learning difficulties the customer may have to aid their planning
3. The Class Teacher will then implement the plan, reporting back to the customer and the Principal at regular intervals, making more changes as necessary. The Class Teacher will contact the fee payer if this is a different person to the student
4. In some situations private coaching can be suggested
5. If the customer fails to meet their targets, taking a lesser exam at the end of term should be discussed
6. In situations where a customer's performance in class is detrimental to the rest of the class, they may be asked to leave the course (see terms and conditions)

- **A customer is unhappy with the facilities or equipment provided:**

1. Minor concerns may be discussed at the customer rep meetings
2. For other concerns, the customer should discuss with their Class Teacher. The class teacher will report any maintenance issues in the normal way, order any equipment that is part of the standard provision in the kitchens and discuss with the Principal any additional requests.
3. Any requests for equipment or facilities not currently offered, will be taken by the Principal to the monthly Management meeting where a decision will be made either to satisfy the request or an explanation given for denying it.