

QUALITY MANAGEMENT

COMPLAINTS MANAGEMENT

Process Definition

The management of complaints encompasses the preparation, processing and monitoring of all measure taken, whenever course participants, their parents or other people lodge a complaint.

Scope of Application

The process description is addressed to all class teachers as well as to the staff of all departments and the management.

Goals and Objectives

The objective and constructive manner of dealing with complaints is a characteristic of the quality management at EURASIA. Complaints are handled in such a way as to harness them for the development of the institute as well as to improve the quality of common tasks.

- Restoration of satisfaction and minimisation of dissatisfaction of the complainant.
- Use of the information included in the complaint to localise weaknesses and chances for development in the company.

Fundamental Attitude towards Complaints

- All parties involved see complaints as a chance to improve the relations between teachers, students, parents and other related persons or parties.
- All parties treat the complaints objectively and constructively.
- The complaints mechanism is transparent for all parties involved and the normal channels of communication are established.
- All involved parties at any channel level can rely on the complaint being processed and documented in a timely manner and on the final result being communicated. Maintaining the normal channel of communication can lead to a sustainable solution while also discharging any unnecessary load from any particular party.

Goals and Objectives

- Complaint by Student about Teacher

No.	Process Step	Description	Competence and Accountability
1.	Student has a concern	Student approaches the teacher concerned	Teacher
2.	In case the concern cannot be solved successfully	Student approaches the Head of the Education Department, where necessary involving the regional manager	Teacher(s) Regional Manager
3.	In case it is not possible to find a solution	Student approaches the management	Management

- Complaint by Student concerning non-teaching staff (Education Dept., Marketing, Student Service, Reception, Admissions Department)

No.	Process Step	Description	Competence and Accountability
1.	Student has a concern	Student approaches the relevant person of the department concerned	Staff of the department concerned
2.	In case it is not possible to find a solution	Student approaches the management	Management

- Complaint by Student

No.	Process Step	Description	Competence and Accountability
1.	Student has a concern	Student approaches the relevant person of the department concerned	Staff of the student services department
2.	In case it is not possible to find a solution	Student approaches the management	Management

Accountability

- Teachers
- Pedagogical Department
- Student Services Department
- Reception
- Marketing Department
- Admissions Department
- Management
- Student Mentoring

QUALITY MANAGEMENT



FEEDBACK CULTURE

and the Implementation of Suggestions for Improvement,
as well as the Handling of Complaints and Criticism

Process Definition

We consider feedback culture to mean the natural and regular use of feedback tools at all levels of work within the institute. Feedback is a fixed institution within our quality management endeavours. One important part of this is the reflection on the process of instruction.

Scope of Application

The feedback process is addressed to all students and course participants as well as to the class teachers, the staff of the education department and the management itself.

Goals and Objectives

- Feedback is used as an instrument for quality control with the objective of providing a basis for reflection and for the improvement of professional endeavours
- Feedback helps us to optimise operational procedures as well as the way we engage and communicate with each other
- Feedback raises the quality of instruction through
 - Feedback from the students, teachers and staff of all departments
 - Specific teacher – student related feedback
 - Individual feedback on teaching skills based on peer observation
 - Discussion of specific case studies
 - Student plenary meetings, teachers' conferences and regular staff-management conferences
 - Student-Mentoring

Methods

- Online-surveys completed by the students at the end of each language level exam (starting at A1 and ending at C1) and analysing all aspects of the student experience
- EURASIA feedback form on arrival to be completed within 4 weeks of arrival
- Regular peer observation sessions in all teachers' classes
- Open discussion of problems in plenary sessions
- Weekly Q&A sessions for all students with one member of staff
- Individual response method using the email address feedback@eurasia-institute.eu

On receipt of feedback, the QM-taskforce consisting of management and the departmental head discuss the quality issues as well as possible solutions before contacting the student or group with an individual or group solution.

Accountability

- Teachers
- Pedagogical Department
- Student Services Department
- Reception
- Marketing Department
- Admissions Department
- Management
- Student Mentoring