

Standard for the process of receiving and handling complaints

We welcome feedback from our clients. If we receive a complaint about one of our products or services, we will resolve it efficiently, sensitively and quickly. Our aim is to learn from suggestions so that we can improve our products and services.

Characteristics

- The aim of a complaint is to achieve a remedy for a crisis or undesirable situation. Our school has its own internal complaints policy.
- A complaint is an expression of dissatisfaction with:
 - The conduct of the examiner(s)
 - Teacher training events
 - Behaviour of centre staff
 - The evaluation of teaching in a course
 - The work of the examination centre staff
 - The way the examinations are conducted
 - The result (if the candidate believes he/she has been influenced by external circumstances)
 - Neglect of duty
 - Our service, including the application of our standard processes
 - Prolonged and/or frequent unavailability of systems.

A complaint can be made by people who enter the education process at our school:

- Students
- Candidates (examinations)
- Parents of students/candidates
- Staff of the language school

Complaints are handled based on the following principles:

- Discretion
- Confidence
- Confidentiality of information
- Impartiality
- Compliance with time limits and procedures

Method of submission

A complaint must be made:

- In person at AKCENT IH Prague, Bítovská 3, Prague 4
- By post to AKCENT IH Prague, Bítovská 3, Prague 4, 140 00
- Electronically at akcent@akcent.cz

and must contain the following elements:

- Name, surname
- Complainant's address
- Name of the person or department of the school against whom the complaint is directed
- A description of the subject of the complaint

Anonymous complaints will not be processed. The form of the complaint is free.

Complaint resolution process

- The complaint is registered in writing with the Academic Director of the school.
- For complaints about specific members of staff, the rule is that the complaint must not be handled by the person against whom the complaint is made, but by his/her immediate superior in accordance with the organisational regulations.
- The time limit for a written reply to a complaint is 30 days.
- The complainant has the possibility to appeal against the way in which the complaint was handled to his superior in accordance with the organisational regulations.