

Student Complaints Policy

We hope that you will be happy here at Erin College but if you aren't, we have a process for handling complaints. You can talk to your teacher, our student support officer, reception, or a member of management. Most problems can be resolved quickly but for more serious issues, you may wish to make a formal complaint.

All complaints must be made in writing via email to info@erincollege.com (Dublin) or info.cork@erincollege.com (Cork). The complaint must include as much information as possible, so that we can deal with the complaint as efficiently as possible. Please include details such as:

- The name of the individual, group or service about which you wish to complain
- All relevant details of your complaint
- The dates and times of the events
- Witnesses
- Account of the circumstances of the complaint, including any previous actions taken to remedy it.
- Any other supporting evidence you wish to submit.
- Any suggestions you have for resolving the issue

Complaints should normally be made within 5 days of the event in question so that they can be dealt with as quickly as possible.

Reception will respond to complaints within 48 hours of receipt. Depending on the nature of the complaint, an investigation may be opened. This investigation may include but not limited to, interviewing the complainant, any witnesses named and seeking any other relevant information necessary to determine an appropriate resolution.

Management will consult with any relevant departments to resolve the issue and a response will be sent to the student within 5 working days. If you are not satisfied with the resolution, you can appeal the decision via email, addressed to the Director of Operations.

The school is here to help and protect both students and staff and we will do our utmost to ensure that your time here is safe and happy. False and/or maliciously motivated complaints will result in disciplinary action up to and including expulsion.

Complaints Procedure

This document outlines the process followed in the event of the school receiving a complaint.

- 1) Complaints are made to reception or sent via email to info@erincollege.com for Dublin students or info.cork@erincollege.com for Cork students
- 2) All complaints are forwarded to the relevant department.
- 3) A member of management or student support will meet the student to discuss the issue, if it is deemed necessary.
 - If the issue concerns the class, the DoS/ADoS observes the class and gives feedback.
 - If the issue is about a teacher, the DoS/ADoS advises the teacher (if deemed necessary) and records the details of the complaint, the DoS/ADoS observes the class and gives feedback about how the issue could be resolved.
 - If the complaint is made in relation to the behaviour of another student, a member of management or student support will meet with both students concerned and attempt to mediate and resolve the difficulties.
 - If the issue concerns the DoS/ADoS, the Head of Academics will deal with the matter.
- 4) Management will consult with any relevant departments to resolve the issue and a decision as to how to solve the problem will be made within 5 working days.
- 5) If this fails to resolve the issue the Operations Manager meets with the parties concerned.
- 6) If internal complaints and grievance procedures do not reach a mutually accepted resolution, the student can contact English Education Ireland (EEI) for access to an external independent complaints and grievances procedure. Students complete and fill out the external complaints form and send it by email to info@englisheducationireland.ie with the subject line "EEI External Complaint".

For full information on the English Education Ireland (EEI) external complaints procedure, see the appendix documents which include an overview of the EEI independent complaints procedure and the form used in the process.

Last updated: June 2026



Complaint Form

Name of person dealing with the complaint:

Date:

Time:

Name of Complainant and Student Number:

Person or service you wish to complain about:

Witnesses (if any):

Details of Complaint:

Is there any background information you would like to add?

Details of previous action taken to resolve the issue, if any.

How would you like the issue to be resolved?



Complaint Resolution Form (for office use only)

Name of person dealing with the complaint:

Date:

Actions taken:

Independent Complaints Review Procedure

Version 2.0 | June 2026

1. Purpose

EEI provides an independent complaints review mechanism available to all EEI member institutions. The mechanism supports compliance with TrustEd Ireland ELE Code of Practice Criteria 6.8(a) and 8.6(b) and EEI governance standards. It ensures that where internal complaints procedures do not reach resolution, complainants have access to independent review of standards compliance.

2. Scope

The mechanism is available to:

- All enrolled learners of EEI member institutions, including those who have been accepted and are yet to commence their programme (pre-arrival learners)
- All staff members employed by EEI member institutions

Where a complaint relates to a TrustEd Ireland authorised provider, the review will assess compliance against the relevant TrustEd Ireland standards. Where a complaint relates to a member that is not TrustEd authorised, the review will assess compliance against EEI's Code of Conduct, Charter, and other published quality standards.

EEI's review is limited to standards compliance. The mechanism does not adjudicate:

- Academic results
- Accommodation disputes
- Visa or immigration matters
- Employment disputes (subject to Section 10 below)
- Matters under active consideration by statutory bodies

EEI reserves the right to prioritise complaints raising substantive standards compliance issues and to decline complaints that fall outside scope, are vexatious, unsupported by evidence, or previously determined.

3. Exhaustion of Internal Procedure

EEI will only consider complaints where the member institution's internal complaints procedure has been completed and evidence of the outcome is provided. Complainants must attach written confirmation of the institution's final response.

4. Admissibility Screening

On receipt of a completed complaint form, EEI will acknowledge receipt and conduct an admissibility review to confirm that the complaint falls within scope and raises a credible allegation of potential non-compliance with relevant standards.

EEI will notify the complainant in writing of the admissibility decision, including reasons where a complaint is declined.

5. Provider Response

Where a complaint is admissible, it will be forwarded to the member institution for written response. EEI may facilitate clarification or informal resolution where appropriate.

6. Independent External Review

Where the complaint remains unresolved and a substantive standards issue persists, the matter may be referred to an Independent External Reviewer.

7. Appointment of External Reviewers

EEI maintains a panel of independent External Reviewers who are appointed on a case-by-case basis. Each reviewer must:

- Declare any conflicts of interest prior to appointment
- Operate independently of EEI management and Board

8. External Review Process

The External Reviewer will review documentation from both parties and issue written findings on compliance with the relevant standards. The Reviewer does not award compensation or replace statutory dispute mechanisms. Findings are final within the EEI framework.

9. Learner Refunds

Failure by a provider to comply with its published refund policy, or with the specific refund obligations set out in the ILEP Arrangements and, where applicable, TrustEd Ireland standards, constitutes a standards breach. EEI can and will assess such failures as part of its review.

The key refund obligations which apply to ILEP-listed providers are set out in Sections 4(12)(a) and 5A of the ILEP Arrangements Applying to English Language Programmes (updated March 2025) and include the following:

- Providers must have a public, documented refund policy covering withdrawals prior to commencement, shortly after commencement, and during the programme.
- The maximum time from receipt of a refund request to issue of the refund must not exceed two months.
- Any administrative charges retained by the provider must be fair, proportionate, and disclosed to the student prior to purchase.
- Fees paid in advance of a visa application must be held in an escrow or ring-fenced account. If a visa is refused, the fees (less any pre-indicated handling charge) must be refunded within 20 working days of the refusal being communicated to the provider.

Where a complainant alleges that a provider has failed to comply with any of the above, EEI will treat this as a potential standards matter within scope. EEI's findings may include a determination that the provider has breached its published policy or ILEP obligations.

A separate but related ground for complaint is where a provider has a published refund policy that meets the required standards but the provider fails to apply it in practice. A complainant who can demonstrate that a provider did not follow its own stated refund procedures has a legitimate standards complaint within scope of this scheme, regardless of the commercial amount involved.

Where a provider holds TrustEd Ireland authorisation, the requirement to publish clear and accurate terms and conditions on fees, cancellations, refunds, and visa refusal procedures is set out in Section

10.1(e) of the QQI Code of Practice for Provision of Programmes of English Language Education to International Learners. EEI will assess compliance against that standard in addition to ILEP obligations where applicable.

10. Staff Complaints

Staff complaints processed through this mechanism are assessed against EEI and TrustEd Ireland standards on workplace conduct and staff welfare. Staff complainants are also advised to consult the Workplace Relations Commission Code of Practice on Grievance and Disciplinary Procedures, which sets out principles applicable to the employment relationship.

WRC Code of Practice on Grievance and Disciplinary Procedures:

https://www.workplacerelations.ie/en/what_you_should_know/codes_practice/cop3/

11. Process Timelines

The following timeframes apply from the date of receipt of a fully completed complaint form:

Stage	Action	Timeframe
Receipt	Acknowledgement of complaint to complainant	2 working days
Admissibility	EEI admissibility decision issued to complainant	10 working days
Provider response	Member institution submits written response to EEI	15 working days from notification
Resolution attempt	EEI facilitates informal resolution where appropriate	10 working days
External review referral	Matter referred to Independent External Reviewer	5 working days after failed resolution
External review findings	Written findings issued by External Reviewer	20 working days from referral

EEI will notify both parties of any unavoidable delay and the revised expected timeframe.

12. Costs

External Reviewers are appointed on a case-by-case basis. Where non-compliance is identified, the provider bears the cost of the review. Where the complaint is not upheld, EEI bears the review cost. This model will be reviewed after 12 months of operation.

13. Annual Review

This procedure will be reviewed annually to ensure proportionality, sustainability, and alignment with TrustEd Ireland and EEI governance requirements.

Independent Complaints Review Form

Before you submit

- You must complete the institution's internal complaints procedure before submitting this form. Attach written evidence of the outcome.
- This form is available to current and pre-arrival learners, and to staff members of EEI member institutions.

Section 1: Member Institution

Institution name

Location (city/town)

Programme or course (if applicable)

Section 2: Complainant Details

Full name

Email address

Telephone (optional)

Relationship to institution

Select one: Learner (enrolled) / Learner (pre-arrival, not yet commenced) / Staff member / Other (please specify)

Course or employment start date (if applicable)

Course or employment end date (if applicable, or expected end date)

Are you currently enrolled or employed at the institution?

Circle one: Yes / No

Section 3: Internal Complaints Process

Date complaint submitted to the institution

Date final response received from the institution

Please attach copies of all relevant correspondence and the institution's final written response.

Section 4: Summary of Complaint

Provide a clear account of your complaint, including key dates, events, and the individuals involved.

Section 5: Standards Concern

Indicate which TrustEd Ireland or EEI standard(s) you believe may not have been met. If unsure, describe the issue and EEI will assess the relevant standard.

Section 6: Supporting Documentation

List all documents attached (e.g. emails, contracts, screenshots, policies, payment receipts).

Section 7: Desired Outcome

State the outcome you are seeking. Note: EEI's review is limited to standards compliance findings.

Declaration

By signing below, I confirm that:

- The information provided is accurate to the best of my knowledge.
- The institution's internal complaints procedure has been completed.
- I authorise EEI to share this complaint and supporting documentation with the institution and any appointed External Reviewer.

Name

Date

Signature

Submit to: info@englisheducationireland.ie | Subject line: EEI External Complaint