

Cornish Language Office Education Policy – Learners Complaints Procedure

Policy:

The vast majority of Cornish language learners undertake private arrangements with teachers. These arrangements may be facilitated by the Cornish Language Lead but they are not subject to any formal third party requirements or standards. The Cornish Language Lead, however, recognises his/her responsibilities regarding the revitalisation of Cornish and encourages teachers to keep up to date their subject knowledge and teaching skills and join the Association of Cornish Language Teachers.

With this in mind concerns regarding the cost of sessions, venues and standard of teaching should be a matter of discussion and negotiation between the teacher and learner.

However, the Cornish Language Lead will agree to act as an intermediary between teachers and learners regarding disputes as long as both parties agree.

Procedure

Stage 1

In the first instance any complaints should be a matter of discussion between the teacher and learner. If a satisfactory resolution cannot be reached, and both parties agree, they may approach the Cornish Language Lead to assist in finding a resolution under stage 2.

Stage 2

If a learner is not satisfied with the outcome of stage 1, and both parties agree, submissions should be made to the Cornish Language Lead by e-mail or letter. Responses will be made within ten working days of the date that we receive both submissions. Responses may be by e-mail or letter. All parties should recognise that the Cornish Language Lead's comments and recommendations are not binding.

W.M.Trevethan
Cornish Language Lead
17/3/17