



## Feedback Policy

### **Aim**

We aim to get feedback on all aspects of the students' experience during their time at Project X. This includes not only their learning experience but also their accommodation, facilities available, the social programme, the airport transfer service and even the service they received from their agents. It is also our aim to deal with issues arising out of feedback promptly and to the satisfaction of all concerned.

### **Procedures**

During the induction students are advised on who to talk to if they have a problem e.g. their teacher about their classes; any member of staff if they have any personal problems of any kind and for any other general queries. During the induction tour on their first day in the school they are introduced to these staff and shown where to find them. They are also given a questionnaire which asks about their arrival procedures.

During their first week students are asked to complete an End-of-Week One Feedback Form. The intention here is to find out early if the student is dissatisfied in any way with their stay here.

In their final week, students are asked to complete an online questionnaire about their stay in London. The students are invited to rate and comment on teaching and learning, administration, the social programme, their accommodation, and the experience in general. They are also asked for any other information or suggestions on how we can improve that they would like to feedback to us.

Information gathered is fed back to teachers and admin staff with complaints are passed on to relevant staff immediately.

Data from the Leavers' Questionnaires are collated regularly, and the actual questionnaires are filed by course date and are accessible and available to all staff.

An open-door policy is operated at Project X. However, students are also advised that they can escalate problems that are not resolved to their satisfaction to a member of the Senior Management Team. Serious problems that are highlighted through our feedback procedures are dealt with as set out in our Complaints Policy and Procedure.

Last update: 02 September 2024

Next update: 01 September 2025