Life at CIE

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Welcome to CIE Oxford! This booklet introduces you to the staff and college, and gives you lots of useful information about life in Oxford. We wish you all the best for your stay here.

**Important Phone Numbers**

- **CIE Office** – for general enquiries during office hours (9am-5pm on weekdays), or if you are going to be absent from or late for a lesson. **01865 202238**

- **Emergency Number** – for emergencies only (including accommodation emergencies), in the evening or at the weekend. **07963 905355**

**Getting to Know Us**

**John Hudson & Luke C. Murgatroyd, Co-Principals**
John has spent many years in education in Oxford and he can answer your questions about Oxford and about education in Britain.
Luke is in charge of your visa extensions. He is in contact with various schools and universities in Britain. If you are interested in further studies in the UK, talk to Luke. He is the person to see about matters such as a visa extension or opening a bank account.

**Amy Ellis, Academic Manager / CIE Online Manager**
Amy is in charge of your lessons at CIE, so if you have any questions about your timetable and teachers ask her. She places students into groups, appoints teachers and selects teaching materials. She also deals with your academic reports.
If you have any problems with or questions about CIE Online, you can ask Amy.

**Marlies Wutte, Marketing Manager**
If you have any questions regarding courses at CIE, please talk to Marlies. She is also the 3rd party for Tier 4 students who need to pick up their BRP at the post office.

**Julie King, Accommodation Officer**
Julie is responsible for your accommodation and transport arrangements while you are in Oxford. If you have any questions about your host family, do go and talk to her.

**Cassandra Gomez, Social Activities Organiser & Welfare Officer**
If you would like to visit other places in the UK or Europe during your stay at CIE, Cassandra will book weekend excursions and day trips for you with UK Study Tours. Cassandra is also responsible for your welfare while you are in Oxford.

**Hisashi Chida, Finance Manager**
Hisashi is in charge of CIE’s finances. He also looks after the Japanese students.
School Guidelines

- **Remember that CIE is a place for study.** Even if you have free time, other students will be studying, so you should be quiet at all times.

- Leave your classroom **clean and tidy** for the next group. Take all your papers with you when you leave, and respect college property.

- **Look after your own property.** CIE is not responsible for damaged or lost property.

- **Show respect to other people.** CIE is a place to learn and exchange experiences. Be aware that you are going to be studying with people from different cultures.

- **Do not smoke anywhere in the building**

- **If there is anything making you unhappy,** please mention this to: your teacher, a member of CIE staff or complete a ‘I have a problem’ in the ‘Request’ section of your CIE Online account. We are here to help with any problem no matter how small or big!

- If you have a formal complaint, see p.14.

Lessons at CIE

- **Be on time, attend all lessons and do not be disruptive**

- Make sure you are prepared before your lesson begins

- Complete all set homework and give it to your teacher on time

- Make sure your mobile phone is off during your class period

- Phone the school on 01865 202238 if you are going to be absent or late for class

- You must attend your lessons. If you are here on a student visa and you stop coming to lessons, you might lose your visa and have to leave the country.

Social Activities

- Inform your activity leader if you have any problems regarding certain activities, such as allergies for food or not being able to swim.

- Be on time for activities and weekend trips.

- If you are late, call, otherwise the group might leave without you.

- **NOTE FOR UNDER 18′s:** If for any reason you cannot attend an activity, we need your parent’s written permission.
**Bullying**

CIE will not accept bullying or harassment of any kind amongst its students. Bullying is treating someone badly for any reason, either because of who they are or what they believe. At the CIE you will meet many different types of people and you should treat them all with respect and courtesy. If you feel that somebody is treating you badly, please tell us. You can talk to your teacher or to any of the staff at CIE. We will keep anything you say private. You may also call one of the counsellors at CHILDLINE on the free-phone number 0800 1111.

**Disciplinary Procedure**

If a student does not follow the school guidelines the student will receive a verbal warning, this will be followed by a written warning and if the student still does not change they will be asked to leave.

With specific reference to “absenteeism and lateness”* non-TIER 4 students will, when they fall below 80% (90% for under 18s) – and after CIE has phoned the student, family or agent – receive a verbal warning. If, after a further two weeks, they haven’t raised their attendance to above 80% (90% for under 18s), this will result in a written warning which, after a further week of the same, will result in a final written warning. No satisfactory response within a further week will result in expulsion. TIER 4 students have a responsibility to attend and we have a responsibility as sponsors, where students have failed to attend 5 expected interactions/ consecutive days, a warning letter will be issued. Following an absence of 10 interactions, the student will be reported to UKBA. CIE reserves the right, in the case of gross misconduct, such as bullying and violence, to expel the student immediately.

*For short term students (4 weeks or under) non-TIER 4 students* (when they miss two days or fall below 90%) will, – and after CIE has phoned the student, family or agent – receive a verbal warning. If, the following 2 days, they do not show improvement, this will result in a written warning which, after a further 2 days of the same, will result in a final written warning. No satisfactory response within a further 2 days will result in expulsion.

*Absenteeism:* we only excuse an absence if:
- The doctor or host family confirms you are ill/sick.
- If you have permission from the Director of Studies to have a day off.
Anything else will be recorded as an absence!

*Lateness:* if you are late for a lesson or activity we will deduct 30 minutes from your attendance %. If you are more than 5 minutes late for a 60 minute class, CIE reserves the right (in the interest of the other students) to refuse entry into that class.

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**Good attendance is important because:**
- Regular attenders make better progress both socially and academically
- Low attendance is disruptive to your teacher and classmates.
- You may have to repeat a level.
- Low attendance can affect future visa and University applications.
Computers at CIE
Free WIFI is available at all teaching sites so please ask the Admin office for the password. Computers can also be booked free of charge at the public library, in the Westgate Centre, call 01865 815549.

CIE expects the following:
  i. No software shall be downloaded onto CIE computers.
  ii. No student can visit sites that are explicit, discriminatory or offensive.
*Please note that our filtering system allows us to monitor internet access for the purpose of enforcing this policy. If you do not follow the above rules this will be regarded as a disciplinary offence and could lead to your removal from the school.

Please note that all computers are reset at the end of each day. Please ensure that you save any important files on a storage device or such like.

Private Study & Borrowing books
There is limited space available for students’ private study at CIE. We therefore recommend you use the public library, in the Westgate centre, if you need a quiet area to study in. Students are welcome to borrow books from the CIE bookshelf but please remember to sign them in and out. Room 5 is used as a library/computer room unless it is being used for lessons. Reference books, dictionaries, graded readers, laptops and online materials are available for self-study.

Certificates
At the end of your course you will be awarded a certificate to show that you have successfully completed your course. Students who do not attend at least 80% of their lessons will not qualify for a certificate.

Registering With the Police
If the stamp or sticker in your passport says you need to register with the police, you should go to Oxford Police Station in St Aldates (telephone 01865 855837), before you have been in the UK for 7 days. Take with you:

  • your passport
  • £34 to pay for the registration (you need to have the exact amount)
  • one up-to-date passport-sized photograph
  • A CIE enrolment letter
  • A completed Police Registration Form.

You should register at St Aldates Police Station Mondays to Fridays between 10.00am - 6.00pm. You will be given a police registration certificate. Keep this with your passport.
Under 18’s
You are expected to go straight home after school unless the host family agrees otherwise, with the conditions that:

1. You tell the host family who you will be with
2. You tell the host family where you will be
3. You provide a contact number so that the family can contact you at any time
4. You are with at least two other people (one to stay with you, and another to find help, in an emergency!)
5. You must be back by the curfew - or earlier if the host family prefers!

<table>
<thead>
<tr>
<th></th>
<th>13 yr. &amp; under weekdays</th>
<th>13 yr. &amp; under weekends</th>
<th>14&amp;15 yr. weekdays</th>
<th>14&amp;15 yr. weekends</th>
<th>16&amp;17 yr. weekdays</th>
<th>16&amp;17 yr. weekends</th>
</tr>
</thead>
<tbody>
<tr>
<td>British summer</td>
<td>5.30pm</td>
<td>5.30pm</td>
<td>9pm</td>
<td>10pm</td>
<td>10pm</td>
<td>11pm</td>
</tr>
<tr>
<td>British winter</td>
<td>N/A</td>
<td>N/A</td>
<td>6pm (15 y.o)</td>
<td>10pm</td>
<td>10pm</td>
<td>11pm</td>
</tr>
</tbody>
</table>

NB. You are expected to be at home at meal times unless you have made an alternative arrangement with the host family

How you can keep you and your friends safe:

- Give your host family and school your number.
- Keep your phone with you.
- Keep your phone charged.
- Walk to and from school in groups.
- Shout loudly if someone is asking you to do something you are not happy about.
- Tell someone you trust if someone is making you feel uncomfortable.
- Report all suspicious behaviour and “new adult friends” to parents or carers.
- Never take shortcuts. Always stick to routes selected by parents, and stay on main roads.
Health Care

All students who apply to come to CIE must state any allergies or other medical conditions on their enrolment forms. This information will be held centrally and only divulged to those people, such as your host family and certain teachers, who have a need to know.

The following notes on medical and dental treatment are included in Pre-Arrival Information:

“All the students who come to study at CIE should take out medical insurance, even those students who are entitled to NHS treatment. The whereabouts of this policy should be known by your host family.

Emergency treatment in the John Radcliffe Hospital Accident and Emergency department is free for everyone, but this does not always apply to follow up treatment.

If you are a full time student for six months or more you are entitled to NHS treatment.

If you are here for less than six months you are entitled to the same treatment if you come from countries in the European Economic Area or other countries such as Russia and some of the former Soviet Republics with whom the UK has reciprocal health care agreements.

If you are entitled to NHS treatment you will not have to pay for a visit to the doctor or hospital treatment.

However you will have to pay for medicines, dental treatment and optical treatment.

If you are here for more than six months you should register with a doctor on arrival.

Your host family will advise you about a suitable doctor or dentist and the Accommodation Officers will also provide you with advice and assistance.”

First Aid Policy

At any one time three members of staff will have Emergency First Aid at Work certificates issued by the Red Cross. First Aid Boxes are kept in reception at Bocardo House and are available at other teaching centres.

All new students and staff are given information on where to go for help in the event of an accident as part of their induction into CIE. There are First Aid notices in Bocardo House and at other teaching centres.

We keep a record of all accidents and injuries, and have a procedure for ensuring that these are reviewed regularly in order, where possible, to minimise the likelihood of recurrence. Accidents resulting in major injuries or over three day and dangerous occurrences (near miss accidents) are reported in accordance with Reporting of Injuries, Diseases and Dangerous Occurrence Regulations RIDDOR.

We contact host families, parents or guardians if a student suffers more than a trivial injury.

In the event of an accident an Emergency First Aider should be contacted. The Emergency First Aider should assess the casualty and deal appropriately with the injury in accordance with First Aid principles. If the casualty cannot be moved, the Emergency Aider should make an assessment at the scene of the accident in accordance with First Aid principles, and deal appropriately with the injury. The Emergency Aider will decide when to call an ambulance. The following members of staff are qualified as Emergency Aiders and may be called to assist with an emergency:

- Luke Murgatroyd, Cassandra Gomez, Amy Ellis, Marlies Ashman-Wutte
**Hygiene Procedures**

We regard any spill of blood or body fluids (faeces, urine, nasal and eye discharges, saliva and vomit) as potentially infectious and when an incident occurs, staff should make no attempt to clean the spill, but should immediately contact either Hisashi, Irma or Luke who will ensure that the infected area is safely decontaminated and cleaned, and that all waste materials are and disposed of in the appropriate manner.

Please see below some general guidelines for dealing with spillages.

1. Block off the area of the body fluid spill to prevent further spread.
2. Cover the spill with absorbent paper towels to avoid stepping in it.
3. Put on vinyl gloves and carefully wipe up the spill with paper towels and carefully place the materials in a plastic bag.
4. Pour a mixture of 1 part household bleach to 10 parts of water carefully on the area of the spill. Avoid splashing. The bleach and water solution should remain in contact with the spill for at least 20 minutes.
5. The area should be cordoned off or supervised by a member of staff during the 20 minutes.
6. Carefully wipe up the area and avoid dripping.
7. Double bag all towels from the bodily fluids along with the gloves used to clean the mess and tie the bags closed.
8. Dispose of the double bagged materials and wash hands with soap and warm water.

**Life in Host Accommodation**

When you arrive, remember to **make a note of your address and phone number** and keep it with you all the time.

Also find out what the arrangements are for keys, meals, telephone, visitors, and laundry.

**Always tell your hosts if:**

- You are going to be late
- You are going to miss a meal at home
- You are going to be out overnight
- You would like to have a visitor
- You break or damage anything
- You need a packed lunch for a weekend trip

**Please remember that:**

- The host family is not responsible for tidying up your room.
- Usually, you will be sharing the bathroom. Make sure you keep it tidy.
- The host family expects you to be on time for meals.
- Don’t stick pictures on the wall unless you have an agreement with your host.
- Host families are responsible for your care, they do not expect you to help yourself to food or do your own cooking.
- Lights, electric fires, heaters, mobile chargers etc. should be switched off when you go out.
- Please do not leave the house without letting your host know.

If you want to leave your host family, you need to have a good reason. CIE need to give the family a week’s notice so please inform the Accommodation Officer immediately.
About Living in Oxford

Traffic
- Cars drive on the LEFT so remember to look RIGHT before crossing the road.
- Many people in Oxford use bicycles. Look out for bicycles in the street and sometimes on the pavements.

Personal Safety
Oxford is not a particularly dangerous place but, as in all cities, you need to be careful.
- Try not to walk by yourself, especially late at night.
- Do not leave your bag, mobile phone or valuables unattended.
- Do not carry more money than you need, try not to carry high value notes (e.g. £20, £50) and make sure you carry money in a safe place (NOT your back pocket). Remember that you are responsible for your cash and valuables.
- Do not accept lifts or rides from strangers.
- If you are on the bus late at night, sit at the front, near the driver.

Driving & Cycling
If you drive a car in the UK, you must have a UK driving licence or an International Driving Permit. You must be over 17 years old, have insurance and wear your seatbelt. If you ride a bicycle, you are advised to wear a crash helmet, and must make sure that your brakes and lights work, front and back.

Behaviour in Oxford
- Respect the British custom of queuing. If you are waiting for the bus or to be served in a shop, you must stand in line and wait for your turn.
- Do not block the pavement.
- Do not make too much noise in public places.
- Do not drop litter & use the bins provided.

It is the Law!
- No alcohol is sold to persons aged under 18.
  - If you are over 18 and wish to visit a pub or bar, drink in moderation.
- No cigarettes are to be sold to persons aged under 18.
- Showing mutual respect and tolerance are core British values and is therefore a basic expectation.

Banks
Most banks are open 9am-5pm on weekdays, and some are also on Saturday mornings. ATMs/Cashpoints are available 24 hours a day, for which there is sometimes a charge. Travellers’ cheques can be exchanged in banks, the post office and at ‘Bureau de Change’.
Library Facilities!!!

The Library in central Oxford is a 2-minute walk from CIE and offers a variety of resources (listed on right) as well as a quiet place to study. In your ‘welcome pack’ you will find an Oxford library membership form which you can take, with photo ID and a letter from CIE with your Oxford address. CIE recommends that you join the library as soon as you can.

Services and features:
- Books in other languages
- Newspapers and Magazines
- Audio books
- eBooks and eAudio
- DVDs
- Music CDs - Music Library
- Self service
- Computers and Internet (book a computer)
- Free wi-fi
- Local studies centre - family history resources
- Bus pass online applications
- Photocopier
- Fax

Out of hours return available on open days only - 7.30-9am

Location
- Oxford Central Library Westgate
- Oxford OX1 1Dj

Opening hours
- Monday 9.00am - 7.00pm
- Tuesday 9.00am - 7.00pm
- Wednesday 9.00am - 7.00pm
- Thursday 9.00am - 7.00pm
- Friday 9.00am - 5.30pm
- Saturday 9.00am - 5.30pm
- Sunday Closed

Postal Service
The main post office is at 102-104 St Aldates. It sells stamps and envelopes etc, and also has a Bureau de Change for changing money.

Telephones
For best rate buy a phone-card from a newsagent or supermarket. Telephone numbers in the UK begin with a 5-digit ‘dialling code’. Please do not use your host family’s telephone or internet connections without their permission.

Buses
A cheap and easy way to travel in Oxford is by bus. Oxford has two bus companies (Stagecoach and the Oxford Bus Company) but there is very little difference between them – they both have the same prices and most of the same routes. Now, they accept return tickets bought from the other company.

Child fares are available for under 14 year olds. Weekly or monthly pass are available and more economic. Tickets are bought from the driver when you get on the bus, try to use exact change as the driver will not always accept large notes.

Oxford Smart Zone
This allows unlimited travel on any bus within the ‘Oxford Smart Zone’ or ‘all zones’. Currently, this includes Stagecoach, Oxford Bus Company and Thames Travel vehicles.
Places of Worship

<table>
<thead>
<tr>
<th>Religion</th>
<th>Location</th>
<th>Address / Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Christian (C of E)</td>
<td>St Aldates</td>
<td>St Aldates 01865 244713</td>
</tr>
<tr>
<td>Christian (Roman Catholic)</td>
<td>St Aloysius</td>
<td>Woodstock Road 01865 315800</td>
</tr>
<tr>
<td>Islam</td>
<td>Central Oxford Mosque</td>
<td>Manzil Way 01865 245547</td>
</tr>
<tr>
<td>Orthodox</td>
<td>Marston</td>
<td>34 Ferry Road, Marston, OX3 0EU 01865</td>
</tr>
<tr>
<td>Buddhism</td>
<td>Thrangu House</td>
<td>42 Magdalen Road 01865 241555</td>
</tr>
<tr>
<td>Judaism</td>
<td>Oxford Jewish Congregation</td>
<td>21 Richmond Road (Jericho) 01865 553042</td>
</tr>
<tr>
<td>Hinduism</td>
<td>Oxford Centre for Hindu Studies</td>
<td>13-15 Magdalen Street 01865 304300</td>
</tr>
<tr>
<td>Sikhism</td>
<td>Oxford Sri Guru Singh Sabha Gurdwara</td>
<td>69 Cherwell Drive 01865 728864</td>
</tr>
</tbody>
</table>

Cafes & Restaurants

Oxford has many cafés and restaurants.

Cafés are usually inexpensive (£2.50-£5 for a light meal) and you can usually either ‘eat in or take away’ (eat at a table in the café, or take your food away to eat somewhere else).

Restaurants are more expensive (£6-20+). In restaurants and some cafés, it is customary to give a tip of 10% of your bill.

There are also several fast-food chains near CIE, mostly found on Cornmarket Street. Later in the evening, snacks can be bought from ‘kebab vans’ parked by the side of the road, but these are not recommended!

Here are a few suggestions of places to eat (mostly very near the city centre), but there are many others. Many restaurants are on George Street (Central Oxford), and also on Cowley Road (East Oxford).

Cafés

**G&D’s** - St Aldate’s. *Famous for ice-creams. Also sells bagels and snacks.*

**The Handlebar** - Next to CIE. *Delicious coffee as well as food.*

**Mortons** - New Inn Hall Street or Broad Street. *Baguettes and ‘wraps’.*
Chinese / Japanese / Thai

Café Opium – George Street. *Thai and Chinese restaurant.*
Noodlebar – Gloucester Green. *Thai, Japanese and Chinese ‘fast food’.*

Italian / Pizza

Jamie's Italian – George Street. The 1st of Jamie Oliver’s restaurant empire.
Bella Italia – George Street. *Pizza and pasta restaurant.*

Indian / Curry

Café Zouk - High Street. *Indian restaurant.*
Chutney’s – St Michael’s Street. *Indian restaurant.*

Supermarkets & Shops

There are two Sainsbury’s supermarkets in Oxford city centre:

- The smaller one is on Magdalen Street.
- The larger one is in the Westgate Centre (at the end of Queen Street).
- There is also a big Tesco’s on Magdalen Street.

These supermarkets sell a wide variety of food and are fairly inexpensive. There is also a Chinese supermarket, selling mainly Chinese and Japanese food, on Hythe Bridge Street.

The main shopping area in Central Oxford is Cornmarket Street and Queen Street. There are also three covered shopping centres:

- Clarendon Centre (between Cornmarket Street and Queen Street)
- Westgate Centre; new and very big shopping centre with many shops, restaurants and a cinema. (at one end of Queen Street)
- Covered Market (between Cornmarket Street and High Street)
Do you have any problems?
We hope you will be happy at CIE. However, if you have a problem, we hope you will find the information below helpful. We want you to know that there are people at CIE who are ready to listen:

Problems may be that you don’t like your class, you don’t like your host family, you need a bus pass... Complaints* may be more serious: you feel that you are being bullied, you are uncomfortable with the way you are being treated, you do not believe that you are getting the course that you paid for...

*The Complaints procedure may be found below or on the CIE website http://cie-oxford.com/our-language-school/our-policies/#13

What should I do if I have a problem?
Talk to someone about it or fill in the ‘I have a problem’ form in the ‘Requests’ section of CIE Online.

Who can I talk to?
If you have any problem you should speak to your teacher (they will tell you who to speak to),
If you have a problem about your teacher you should speak to Irma, Amy or Luke.
If you have a problem about your host family accommodation, speak to Julie.
If you have a problem that you want to talk to someone from outside CIE about then please ask Luke or Irma and they will contact Jenny Joynson who is a counsellor.

Does it matter what the problem is?
No, it can be a big problem or a small one. By discussing it, you may come up with some positive ideas.

Do others have to know?
If you do not want anyone else to know about your problem, tell the staff: they will understand. Even if you find the problem hurtful or embarrassing, do not worry: only staff who can help you will talk about it, and we will always talk to you about what action we are thinking of taking.

What will happen next?
If possible, the member of staff will deal with the problem in person.
If not, the member of staff will seek the help of a colleague (for example, Irma the Academic Manager or Luke the co-Principal).

We will discuss, consider and investigate all problems mentioned to us. We will do this sensitively and with confidentiality.
Complaints Procedure at CIE

We hope you will be happy at CIE. However if you have a complaint, we hope you will find the information below helpful.

How do I make a complaint?
By talking about it or by writing it down, whichever you find the easier. You can make a complaint by yourself or as part of a group or through your parents. Complaint forms may be found in a plastic pocket on the blue notice board in the student common room.

To whom?
- A parent
- A brother or sister
- A member of the family outside the immediate family
- A family friend
- A school friend or other personal friend
- A housemother
- A teacher
- The Accommodation Officer, Julie King
- The Finance Officer, Hisashi Chida
- The Assistant Academic Manager, Irma Banyte-Kelly
- Either of the Co-Principals, John Hudson & Luke Murgatroyd
- Oxfordshire Children and Families' Assessment Team (telephone Oxford 815489)
- CIE Counsellor Jenny Joynson (telephone Oxford 862597)

If you are not happy with any of the above, please feel free to contact any of our accrediting bodies: British Council (http://www.britishcouncil.org/contact), British Accreditation Council (info@the-bac.org) or the Independent Schools Inspectorate (concerns@isi.net) who will also be able to effectively deal with your complaint.

Do others have to know?
If you are worried about confidentiality, tell the staff: they will understand. Even if you find the issue hurtful or embarrassing, do not worry: the matter will only be discussed by staff who can help you, and you will be consulted and kept informed about any action to be taken.

What will happen next?
If possible, the member of staff will deal with the problem in person. If not, the member of staff will seek the help of a colleague (for example, Irma the Academic Manager or Luke the Co-Principal).

If a matter remains unresolved, it should be referred to the Principal. If there is a serious problem with which you
need help or about which you wish to make a formal complaint, you should report the matter to the Principal. If the complaint is about the Principal, the matter could be referred to the Academic Manager.

A formal complaint may be made either verbally or in writing. The Principal or Academic Manager will see you in order to clarify and, where appropriate, discuss the complaint, and you may be accompanied, if you wish, by a member of staff of your choice, a parent or a fellow pupil. You will receive a response to the complaint within 28 days.

You should bear in mind that there are people at CIE who are ready to listen: there are also outside independent sources of help available. If you wish, you could talk to Jenny Joyanson the CIE counsellor.

If, after you have followed the steps outlined above, the matter still remains unresolved, then it should be referred to the Directors who will arrange for your complaint to be heard by an independent body; Stellard Kane who are Human Resources and Health and Safety representatives.

* This complaints procedure and policy can also be found on our website http://cie-oxford.com/our-language-school/our-policies/#13