



Complaint Procedure Documents for Participants in the World Learning SIT TESOL Certificate Course

Complaint Procedure

*The following **Training Center Approval Criteria** will be issued to each site on a charter and must be posted on the wall of the classroom where the SIT TESOL Certificate course is held.*

The World Learning SIT Graduate Institute has approved Yasar University to run the World Learning SIT TESOL Certificate course from 2015 - 2017 according to the following criteria:

- All courses are delivered by World Learning SIT (WL/SIT) approved trainers
- The trainers provide reasonable levels of guidance and support and give feedback to all participants for their teaching practice classes as well as their written assignments
- Every course includes the minimum number of contact hours (130) and the minimum number of solo teaching hours (6 per participant)
- The courses are delivered in adequate classrooms with full access to resources
- The site maintains and supplies course records to WL/SIT as required
- The site observes local laws regarding employment and copyright
- The site provides participants with full information regarding assessment and the complaint procedure

Guidelines for Participants

Procedure

You should refer to the **Training Center Approval Criteria** above. If you think that your World Learning SIT TESOL Certificate course has not met with the conditions of approval, you should raise the matter with the trainers of your course right away.

If you are not satisfied that the issues you have raised have been satisfactorily resolved by the trainers in conjunction with the Training Center, you may make a formal complaint. A full investigation of the issues raised will then be undertaken by an outside World Learning SIT Complaints Committee.

Investigations will not result in a reversal of trainer determination of successful completion of the course.

The deadline for submitting a complaint is no later than six weeks after the end of the course. Exceptions can be made only if you have not been made aware of this deadline. Under no circumstances can a complaint be considered if more than six months have elapsed since the end of your course.

Any complaints investigated by World Learning SIT must be forwarded from the Training Center on the form attached.

Outcome

The status of the Training Center will be reviewed in all cases and appropriate action will be taken, which may result in SIT withdrawing the Training Center's approval to continue to offer World Learning SIT TESOL Certificate courses.

World Learning SIT will advise you in writing of the outcome of this investigation. The decision regarding the outcome of a complaint is final.

Whether a complaint under this procedure is substantiated or not, it will not affect your statutory rights. Any further complaint you may wish to bring against the Training Center is entirely up to you.

Training Center Role and Responsibilities

- To include a copy of the Training Center Approval Charter, Complaint Procedure and Complaint Form in the acceptance materials or course binder of each participant.
- To immediately follow up all complaints internally and to try to reconcile any concerns. Only where reconciliation is impossible will the complaint be forwarded to World Learning SIT, Brattleboro, Vermont.
- To facilitate investigation into a complaint, as appropriate.
- To facilitate the return to World Learning SIT of any complaints irreconcilable by the Training Center, including documentation of the Training Center investigation and minutes of the Training Center meetings with the complainant.

World Learning SIT Role and Responsibilities

- To acknowledge a complaint within two weeks of receipt of the *Complaint Form* from the Training Center, and to report on the investigation which has been carried out within 12 weeks of the receipt of the complaint.
- To investigate all complaints by examining the following documentation where appropriate and relevant:
 - All information, handouts, etc., about the course provided by the Training Center for the participants
 - Application forms
 - Lesson plans and end-of-course evaluation forms completed by the participant
 - *Assessment Forms* and *Records of Discussion* completed by course trainers
 - Completed written work
 - Course attendance records
 - Outside assessor's report on the course
 - All relevant correspondence
 - Course approval documentation
- To provide all records of the investigation to the World Learning SIT Complaints Committee.
- To advise you in writing of the outcome of your complaint after a full investigation has been undertaken by the Complaints Committee.

Note that all complaints are treated in the strictest confidence at all times.

**World Learning SIT TESOL CERTIFICATE COURSE
COMPLAINT FORM**

I confirm that, after discussion with Training Center administration and course trainers, the issues I raised about the quality of the course were not resolved. As a consequence, I wish to submit a formal complaint to World Learning SIT in Brattleboro, Vermont. The issues I wish to raise are documented below. I confirm that this is the full extent of the issues I wish to raise about the course.

Participant's name _____ Training Center location _____

Course Trainers _____

Course dates ____/____/____ to ____/____/____

Specific issues raised with the Training Center: (continue on a separate sheet where necessary)

Signature _____

Date _____

Please return this document via the Training Center within six weeks from the end date of your course to:

Jo Kennedy
TESOL Operations
World Learning International Development & Exchange Programs
Kipling Road
Brattleboro, VT 05302-0676