



English Institute Complaints Procedures

1. Purpose

The purpose of this Complaints Procedure is to provide a structured process for employees, customers, and other stakeholders to raise concerns and have them addressed promptly, fairly, and consistently.

2. Scope

This procedure applies to all employees, customers, contractors, and other stakeholders of English Institute Sprachreisen GmbH.

3. Policy Statement

English Institute Sprachreisen GmbH is committed to providing a high-quality service and fostering a positive work environment. We recognize that there may be times when concerns arise, and we encourage individuals to voice their complaints so that they can be addressed in a timely and satisfactory manner.

4. Definitions

- **Complaint:** An expression of dissatisfaction with a service provided, or with the conduct of an employee or the organization as a whole.
- **Complainant:** The person making the complaint.

5. Procedure

5.1 Informal Resolution

- **Initial Step:** The complainant should first attempt to resolve the issue informally by discussing it directly with the person or department concerned.
- **Outcome:** If the issue is resolved at this stage, no further action is required. The complainant should document the resolution informally.

5.2 Formal Complaint

If the complaint cannot be resolved informally, the complainant should follow these steps:

Step 1: Submission of Complaint

- **Written Complaint:** The complainant should submit a written complaint to the CEO, Gabrielle Kalke Hinterbuchner. The complaint should include:

ENGLISH INSTITUTE Sprachreisen GmbH
Haunspergstraße 37a, A5020 Salzburg

established in 1980

+ 43 662 90 80 90

www.english-institute.at
office@english-institute.at



www.facebook.com/englishinstitute/
www.instagram.com/english_institute_sprachreisen

working with partners
accredited by





- Complainant's name and contact information
- Detailed description of the issue
- Any relevant evidence or documentation
- Desired resolution or outcome

Step 2: Acknowledgement

- **Acknowledgement Receipt:** Within 5 business days of receiving the complaint, the CEO will acknowledge receipt of the complaint in writing.

Step 3: Investigation

- **Assessment:** The complaint will be assessed to determine its nature and the appropriate course of action.
- **Investigation:** A thorough investigation will be conducted, which may involve:
 - Interviewing the complainant and any witnesses
 - Reviewing relevant documents and evidence
 - Consulting with other departments or experts as necessary
- **Timeline:** The investigation will be completed within 30 business days, and the complainant will be informed if more time is needed.

Step 4: Resolution

- **Findings:** Upon completion of the investigation, the CEO will provide a written response to the complainant detailing the findings and the proposed resolution.
- **Implementation:** The resolution will be implemented promptly, and any necessary corrective actions will be taken.

Step 5: Appeal

- **Right to Appeal:** If the complainant is not satisfied with the outcome, they have the right to appeal the decision within 15 business days of receiving the resolution.
- **Appeal Process:** The appeal should be submitted in writing to the Salzburg Arbeitskammer. The appeal will be reviewed, and a final decision will be communicated to the complainant within 15 business days.

6. Confidentiality

All complaints will be handled with the highest level of confidentiality. Information will only be shared with individuals directly involved in the investigation and resolution of the complaint.

ENGLISH INSTITUTE Sprachreisen GmbH
Haunspurgstraße 37a, A5020 Salzburg

established in 1980

+ 43 662 90 80 90

www.english-institute.at
office@english-institute.at



www.facebook.com/englishinstitute/
www.instagram.com/english_institute_sprachreisen

working with partners
accredited by





7. Protection Against Retaliation

English Institute Sprachreisen GmbH prohibits retaliation against any individual for filing a complaint or participating in the complaint resolution process. Any form of retaliation will be treated as a serious disciplinary offense.

8. Documentation and Record Keeping

- **Records:** All complaints, investigations, and resolutions will be documented and kept on file for 5 years.
- **Review:** These records will be reviewed periodically to identify any trends or areas for improvement.

9. Communication and Training

This procedure will be communicated to all employees and made available to customers and other stakeholders. Regular training on the complaints procedure will be provided to ensure understanding and compliance.

10. Review of Procedure

This policy will be reviewed annually and updated as necessary to ensure its effectiveness.

Approved by: Gabrielle H. Kalke Hinterbuchner, CEO English Institute Sprachreisen GmbH

Effective Date: June 1, 2023

Updated Date: June 1, 2024

ENGLISH INSTITUTE Sprachreisen GmbH
Haunspbergstraße 37a, A5020 Salzburg



www.facebook.com/englishinstitute/
www.instagram.com/english_institute_sprachreisen

established in 1980

+ 43 662 90 80 90

www.english-institute.at
office@english-institute.at

working with partners
accredited by

