Complaints

ISC Complaints Policy

ISC is committed to encouraging equality, diversity and inclusion among all its students and tutors, and seeks to call out and challenge discrimination.

It aims to provide a high quality of offering to students. We believe we achieve this most of the time: if we are not getting it right, please let us know. In order to ensure our offering remains at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with ISC. ISC views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person who has made the complaint.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of ISC.

Where Complaints Come From

Complaints may come from any individual, student, staff member, or member of the general public, who has a legitimate interest if something is perceived to be improper.

A complaint can be received verbally, by phone, by email or in writing.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

If you have a concern, or wish to make a complaint:

- In the first instance, seek to resolve any difficulties directly with other participants (if that is the issue);
- or, if the matter pertains to the teaching of the course, approach your own personal tutor in the first instance;

- if this is not appropriate, or does not lead to a satisfactory resolution, speak with the Year Leader;
- if approaching the Year Leader does not lead to a satisfactory resolution, ask the Year Leader to refer the matter to the Course Directors;
- If the involvement of the Course Directors does not lead to a satisfactory resolution, ask the Directors to refer the matter to our Independent Complaints Consultant (Kenneth. B. Browne)

Please note that if at any time of the above protocol you feel unsatisfied with the process you can ask the Directors to refer you to the Independent Complaints Consultant.*

We Are What We Teach: The Spirituality of the Exercises as the Foundation of Our Process

As Ignatian spiritual directors and formators, we operate within the light of the **Presupposition**(*Spiritual Exercises* #22), which states:

It is necessary to suppose that every good Christian is more ready to put a good interpretation on another's statement than to condemn it... If one is in error, they should be corrected with all kindness.

When issues come up on the course which may lead to a complaint, we always take them seriously. **In so doing, we acknowledge too that we are a formational course, and there are always opportunities for learning for the course and for the individual, and all in the light of the spirituality of the Exercises of St Ignatius.**

For the course:
There will be a process to be followed, and we may draw on gifts, expertise and talents of those around us (in the Ignatian and SD community and beyond) to enable this to happen

After the process has finished, and reconciliation has been achieved as far as possible to the satisfaction of all concerned, there will be a review, and learnings for the course will be identified.

For the student:
As appropriate, we will discuss with students how they might seek to deal with a similar situation in a direction context.

In the spirit of the Exercises:
We acknowledge that **good and bad spirits are always at work**, and will seek to make best use of the rules for **discernment of spirits**, as taught by St Ignatius.

To acknowledge what is helpful: support of others; a compassionate response; being reminded that we are in the loving gaze of God.

To acknowledge what might be unhelpful: to dwell on things, noting the wisdom of the tradition about murmuring (St Benedict), fallacious reasoning (St Ignatius) and watchfulness (contemplative tradition). Talking things over and over can be helpful, and it can be unhelpful. We seek to discern what is best. The ongoing relationship with a spiritual director will be very important in this.

Taking notice of cultural context:
Every community will have a cultural context, and certain things that we say or do may cause offence within the particular context of the community. We acknowledge God's unconditional positive regard for all, of which we seek to be agents. We live in a society where what someone says or does may cause the whole person to be seen as unacceptable, and it is important that we are prepared to offer a prophetic voice as heralds of the gospel.

* To contact the Independent Complaints Consultant , please email, marked CONFIDENTIAL, to info@artsd.org.uk who will pass your message on to the Council representative.

Last reviewed: July 2026