

Student Complaints Procedure

Simplified Version

If you have a problem or query, we are here to help you. Please do not wait until the last day to tell us about any problems!

During your course with Language in Action you are welcome to speak to any member of our staff about any problems and concerns, or queries and questions. If they cannot help you, they will certainly raise the issue with the appropriate member of the team.

You will be informed by the centre staff about dedicated time slots to ask questions or report any issue.

Towards the end of the course then, you will complete a questionnaire. This is to monitor your satisfaction level in every area, and to help us to improve.

However, if you have a problem and you are unhappy at any time during your course, please follow the steps below:

STEP 1

If you have a general problem or question, please **feel free to speak** to any member of the staff. If they are unable to help, they will refer you to the person responsible.

Please speak to the following departments for the following problems or queries:

- Lessons, exams, class levels → Teacher/ Director of Studies
- Activities, excursions, free time programme → Activity Leader/Activity Manager
- Welfare, accommodation, meals → Activity Manager/ Welfare officer, Centre Manager
- Any other general problem/query → Activity Manger / Welfare officer or Centre Manager

STEP 2

If you are not satisfied with the outcome in Step 1 and would like to make a formal complaint, please go to the Centre Manager who will give you a **Complaint Form** to fill out. Every effort will be made to resolve your problem/query within the school.

STEP 3

If you are still not satisfied, you can refer the matter to Language in Action Welfare Manager Daniele Pluchino at daniele.pluchino@malvernplc.com.

Language in Action keeps a log of all formal complaints with a record of resolution and date of resolution.

