

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!

You will be informed by the centre staff about dedicated time slots to ask questions or report any issue, but you are welcome to speak to a member of our staff at any time during your stay with Language in Action.

If you have a problem and you are unhappy, 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.

STEP 4

If you are still not satisfied with the response, the Director Emiliano Sallustri (emiliano.sallustri@malvernplc.com) will arrange a meeting with you, your representative, your teacher and a member of the Board of Directors to discuss the problem.

STEP 5

If you are still not satisfied with the result, you are encouraged to contact the accrediting bodies for the school: **The British Council** (*British Council Customer Service UK, Bridgewater House, 58 Whitworth Street, Manchester, M1 6BB*) and **The Independent Schools Inspectorate** (*C A P House, 9-12 Long Ln, London EC1A 9HA*).



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