

Student Complaints Procedure

(Latest review: May 2021)

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.

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.

If you would like to make an official complaint, please ask a member of staff to give you a complaint form to fill out.

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, please speak directly to the *Centre Manager*. Every effort will be made to resolve your problem/query within the school.

Step 3

If you are still not satisfied, we will help you to refer the matter to Language in Action Head Office. Language in Action keeps a log of all formal complaints with a record of resolution and date of resolution.