

## Language in Action

### Student Complaints Procedure

During your course with Language in Action you are welcome to speak to any member of our staff about any problems or if you have any questions, we are here to help you. 😊

#### Here's how:

##### Step 1

If you have a general problem or question, please speak to any member of staff. 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 questions:

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

---

##### Step 2

If you are not happy with the result of your problem/question please speak to the Centre Manager.

---

##### Step 3

If you are still not happy, we will ask you to speak to Language in Action Head Office.

Language in Action Ltd, 20 Queens Road, Brighton BN1 3XA.