

Student Complaints Procedure

If you have a problem or query, we are here to help you.

You will be informed by centre staff about dedicated time slots to ask questions or report any issue, but you are welcome to speak to a member of staff at any time.

**Please do not wait until
the last day to tell us
about any problems!**

Step 1: Speak to the right person

For a general problem or question, speak to any member of staff. If they cannot help, they will refer you to the right person.

Problem type	Who to speak to
Lessons, exams, class levels	Teacher or Director of Studies
Activities, excursions, free time programme	Tour Guide, Tour Coordinator or Centre Manager
Welfare, accommodation, meals	Campus Leader, Campus Coordinator or Centre Manager
Any other general problem	Welfare Officer or Centre Manager

The informal stage should be resolved within 24 hours.

Step 2: Make a formal complaint

If you are not satisfied with the outcome at Step 1, ask the Centre Manager for a Complaint Form.

You will normally receive a response within 48 hours, and the complaint will be fully investigated within 3 working days.

Step 3: Refer to Head Office

If your complaint is not resolved within 3 working days, or you are not satisfied with the outcome, contact the Language in Action Head Office.

Step 4: Appeals meeting

If you are still not satisfied, the Managing Director will arrange a meeting of a Complaints Committee with you, your representative, and relevant staff.

Step 5: External accrediting bodies

If you are still not satisfied, you may contact:

- **The British Council:** British Council Customer Service UK, Bridgewater House, 58 Whitworth Street, Manchester, M1 6BB
- **English UK:** complaints may be raised through the English UK student complaints procedure at www.englishuk.com