

Complaints Procedure

We understand that sometimes things don't work out as you expect and that you may be unhappy with the service you are receiving from LILA*. If that is the case then there are lots of people that you can speak with.

- If you are unhappy with your classes then you can speak to your teacher. If you are not comfortable speaking to your teacher then you can approach any of the Academic Team who will be happy to speak with you.
- If you have concerns with your accommodation then you can always speak with our Accommodation Officer and they will do their best to help.
- If you have any general complaints then you can chat with Jim, the Director of Studies or any of the Student Services Officers who are located on the reception desk. If they can't help you directly then they will direct you to the best person or liaise with the relevant LILA* team member for you.
- If you want to make an official complaint then you will need to put it in writing and it will be reviewed by the Director of Studies or the Directors of the school depending on the nature of the complaint. Someone will contact you within 24 hours of receiving your complaint to invite you to discuss it further and try to resolve the issue.

As LILA* is a member of English UK you are also able to refer to their website for guidance on complaints on

<http://www.englishuk.com/en/students/english-in-theuk/student-complaints-procedure>.