

1. Policy Statement

LILA* Liverpool (LILA) is committed to delivering high-quality education and support services. We take complaints seriously and aim to resolve them fairly, promptly, and transparently.

2. Scope

This policy applies to:

- All students (adult and under-18).
- Accommodation residents.
- External clients (e.g. exam candidates, CELTA trainees).

It covers complaints regarding academic provision, accommodation, welfare, or general services.

3. Informal Complaints

We encourage students to resolve concerns informally whenever possible:

- Academic concerns → Teacher, or a member of the Academic Team.
- Accommodation concerns → Accommodation Officer.
- General concerns → Student Services Officers (at reception).

Where appropriate, staff will liaise with the relevant team to resolve the matter quickly.

4. Formal Complaints

If a student is not satisfied with the informal response, or prefers to raise the issue formally:

- The complaint must be submitted in writing (email or form).
- Formal complaints are reviewed by the Director of Studies or the Directors, depending on the nature of the issue.
- The complainant will receive an acknowledgement within 24 hours.
- A meeting will be offered within 5 working days to discuss the matter.
- LILA will provide a written response and agreed resolution plan.

5. Escalation

If the complaint cannot be resolved internally, students may escalate it externally:

- English UK complaints procedure: <https://www.englishuk.com/complaints>



6. Records

All formal complaints are logged and stored securely by the Director of Studies. Records are kept for three years for monitoring and quality assurance.

7. Policy Review

This policy is reviewed annually or sooner if required following a serious complaint.

