

# LILA\* Complaints Procedure

## Student Guide

At LILA\* we want you to enjoy your time with us. If something goes wrong, we're here to help.

### Who to talk to:

- **Classes:** Speak to your teacher. If you don't feel comfortable, talk to someone in the Academic Team.
- **Accommodation:** Speak to our Accommodation Officer – they'll do their best to sort things out.
- **General problems:** You can talk to Jim (Director of Studies) or one of the Student Services Officers at Reception. If they can't solve it straight away, they'll connect you with the right person.

### Making an official complaint

- If you want to make an official complaint, write it down and give it to the Director of Studies or one of the Directors. Please ask for our formal Complaints Procedure Guide
- We will contact you within 24 hours to talk about it and work with you to find a solution.

### Extra support

Because LILA\* is a member of English UK, you can also find advice on their website:

[www.englishuk.com/complaint](http://www.englishuk.com/complaint)

