

## 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.



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