

Complaints Policy

Our mission at LVC London School of English is to ensure our services are delivered to the satisfaction of our students, if you are not satisfied with a particular area of service delivery (courses or any other thing) please inform us. We believe that any issue is best resolved amicably, informally between yourself and your teacher or the Student Welfare Officer.

- We aim to resolve complaints within five working days.
- If a complaint is to be made to the Course Co-ordinator, we suggest to all students that their complaint be put in writing.
- The Course Co-ordinator will try to resolve the complaint made within three working days.
- Any complaint received will be dealt with in a fair, un-biased and professional manner.

Complaints Procedure

To enable us deal effectively with any issues we would need details of the complaint. If you have a complaint, please do the following:

For complaints on welfare or accommodation:

- a) Please speak to the Receptionist; you will need to make an appointment to do this.
- b) If you are not happy with the result, the next step is to take your complaint directly to the Academic Manager. You will need to make an appointment to do this.
- c) If you are still not satisfied, then we would advise you to make a written formal complaint about the school to the British Council*

For all other complaints:

- a) Please make an appointment to speak with the Student Welfare Officer.
- b) If you are not satisfied with the outcome, you should take your complaint to the Course-Co-ordinator. You will need to make an appointment to do this.
- c) If you are still not satisfied, then you are advised to make a written formal complaint about the school to the British Council*:

British Council UK
Bridgewater House
58 Whitworth Street
Manchester
M1 6BB

*British Council will attempt to resolve the issue, but if this cannot be done and you are still dissatisfied, the complaint can be sent to the independent Ombudsman, who will issue an adjudication which is binding on the school to accept.

