

POLICY – COMPLAINTS

Berlitz is committed to providing a quality service and achieving the highest standards. One of the ways in which we can continue to improve our service is by listening and responding to the view of our customers. If you are not happy with anything at the school then please let someone know. We cannot help you if you do not tell us what is wrong. We will try to sort out the problem as soon as possible.

Procedures

If you are unhappy and want to make a formal complaint, please talk to the Director of Studies or Operations Director

This is what will happen:

1. We will look at the problem and try to find an answer for you within one day, if possible, and definitely within one week. We will record the problem and write down suggestions for dealing with it and give you a copy to show that they have listened to you and tried to come up with an answer.
2. If you are still not happy, you can discuss the problem with the Managing Director of the school. He will try to sort out the problem within one week of you telling him.
3. If after steps 1 & 2, you are still not happy, you can talk to English UK, who are our external adjudicator. They have an appointed Ombudsman, who will investigate any student complaint we fail to resolve internally. For information go to the following link:

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

ACADEMIC MATTER

If you have a complaint about your lessons, speak to the Director Of studies. They will try to help, and agree with you what needs to be done.

WELFARE OR ADMINISTRATIVE MATTER

If you have a complaint regarding student Welfare, Accommodation or administrative matters, speak to the Business Manager; who will try to help, and agree with you what needs to be done.

If you feel the issue is too sensitive to discuss with any of the managers, please feel free to talk to the Managing Director.

All staff are here to help, so please feel free to discuss any concerns.

VERSION CONTROL

Version	2.0
Originator	Director Of Studies
Effective from	1 st October 2022
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