

## Language Studies International Complaints Procedure

Language Studies International prides itself on the quality of the teaching, accommodation and pastoral care.

This quality is monitored through academic and accommodation questionnaires in the first week and at the end of the course, through regular tutorials with students, the student council and an open door policy. As such, we take a proactive approach to ensuring students are happy in their accommodation and with their tuition.

Any issues arising from these are identified and a resolution sought by the management team. Parents, agents and sponsors are informed of any problems as early as possible in the hope of a swift resolution.

However, if students, agents, sponsors or parents are still unhappy, all issues will be treated seriously. The procedure for making and resolving complaints is displayed throughout each UK school in simplified form.

Once a complaint has reached the level of the School Director a written record is kept on file, noting the details of the complaint and the eventual resolution.

Throughout the procedure, students who have booked through an agent are encouraged to contact the agent if they wish to do so. It is LSI policy to inform agents of issues upon reaching stage 2 in the hope of reaching a swift and amicable resolution.

This policy is available on the school website and a paper copy is available in school upon request.

Each school has the following procedure.

### *Academic Issues*

#### **Stage 1 – Informal Resolution**

- It is hoped that the vast majority of complaints will be resolved quickly and informally.
- In the first instance, the student should discuss any issues with their class teacher.
- Should the student still be unhappy, they should speak to a member of the Academic Management. The Academic Management are available for students whenever and wherever possible.
- If the student is still unhappy following discussion with the Academic Management and feel that their complaint is not being resolved, they should speak to the School Director. The School Director's decision is usually considered final.

#### **Stage 2 – Formal resolution**

- If the student, agent, parent or sponsor remains unhappy once they have completed the informal process, they may take the complaint further by writing to either:

Andras Zareczky  
Operations Director,  
LSI London,  
19-21 Ridgmount Street  
London WC1E 7AH

David Immanuel  
Managing Director  
LSI Education Ltd  
13 Lyndhurst Terrace  
London NW3 5QA

### Stage 3 – External resolution

If the student, agent, parent or sponsor remains unhappy following the first two processes they may appeal in writing to English UK. English UK are an external and independent body overseeing EFL provision throughout the United Kingdom.

ENGLISH UK  
47 Brunswick Court  
Tanner Street  
London  
SE1 3LH  
+44 (0) 207 608 7960

### *Accommodation Issues*

#### Stage 1 – Informal Resolution

- It is hoped that the vast majority of complaints will be resolved quickly and informally.
- In the first instance, the student should discuss any issues with their host family, residence manager or warden as appropriate.
- Should the student still be unhappy, they should speak to a member of the Accommodation and Welfare management. The Accommodation and Welfare/Administration management are available for students whenever and wherever possible.
- If the student is still unhappy following discussion with the Accommodation and Welfare/Administration management and feel that their complaint is not being resolved, they should speak to the School Director. The School Director's decision is usually considered final.

#### Stage 2 – Formal resolution

- If the student, agent, parent or sponsor remains unhappy once they have completed the informal process, they may take the complaint further by writing to either:

Andras Zarecky  
Director of Operations  
LSI Limited  
13 Lyndhurst Terrace  
London NW3 5QA

David Immanuel  
Managing Director  
LSI Limited  
13 Lyndhurst Terrace  
London NW3 5QA

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### *Booking/Financial issues*

#### **Stage 1 – Informal Resolution**

- It is hoped that the vast majority of complaints will be resolved quickly and informally.
- In the first instance, the student should discuss any issues with the school Registrar or Administration Assistant.
- Should the student still be unhappy, they should speak to a member of the Accommodation and Welfare management. The Registrar/Administration Management are available for students whenever and wherever possible.
- If the student is still unhappy following discussion with the The Registrar/Administration Management management and feel that their complaint is not being resolved, they should speak to the School Director. The School Director's decision is usually considered final.

#### **Stage 2 – Formal resolution**

- If the student, agent, parent or sponsor remains unhappy once they have completed the informal process, they may take the complaint further by writing to either:

Andras Zarecky  
Director of Operations  
LSI Limited  
13 Lyndhurst Terrace  
London NW3 5QA

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This policy can be made available in large print if required.

Policy reviewed April 2019 by LSI UK Policies Committee  
Next review April 2020

