

Complaints Procedure



This Policy is an LSI UK Policy.

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

This quality is monitored through questionnaires in the first and last week of the course, through weekly Learning Journal entries, regular tutorials for students staying 5 weeks or more, the student council (focus group) and an open door policy. 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 or ongoing support.

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/Principal or Academic Manager/Senior Teacher) 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 of the complaints procedure, 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 Process

- 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.

Stage 2 - Formal School Process

- 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.

For Stage 3 involving LSI Head Office/Senior Management and 4 External resolution - English UK please see the end of this document.

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 staff . The Accommodation and Welfare/Administration management are readily available to students.
- 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 School Process

- If the student is still unhappy following discussion with the Accommodation Staff 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.

For Stage 3 involving LSI Head Office/Senior Management and 4 External resolution - English UK please see the end of this document.

Please see information about external resolution at the end of this policy.

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 School Process

- If the student is still unhappy following discussion with the Administration Staff 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.

For Stage 3 involving LSI Head Office/Senior Management and 4 External resolution - English UK please see the end of this document.

Please see information about external resolution at the end of this policy.

Safeguarding/Compliance 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 Designated Safeguarding Lead or appropriate manager.

- Should the student still be unhappy, they should speak to a member of the Accommodation and Welfare or Academic management. The Accommodation and Welfare or Academic management are readily available for students.
- If the student is still unhappy following discussion with the The Accommodation and Welfare or 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 School Process

- If the student is still unhappy following discussion with the Safeguarding and Welfare staff 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 3 and 4 - for all types of Complaint

Stage 3 – Formal Process involving LSI Head Office/Senior Management

- 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 Director of Operations, or David Immanuel Managing Director
LSI Education Ltd
19-21 Ridgmount St, Bloomsbury, London WC1E 7AH 020 7467 6500

Stage 4 (for all types of complaint) – External resolution

If the student, agent, parent or sponsor remains unhappy following the first three stages and 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

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

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