



## Compliments and Complaints

Our courses and teaching are designed to provide effective training for students who need English for their work, study or travel. As a charitable educational organisation, ELC exists to give all of our students the best teaching and learning facilities we can. We are committed to providing you with excellent courses in a warm, friendly and professional environment, as well as caring for every aspect of your stay.

We hope that you will have an enjoyable and successful stay with us. We value all your comments, both positive and negative, and look forward to hearing them so that we can plan for future courses.

### Compliments

If you have enjoyed your stay with ELC, please tell us what you have enjoyed in particular. You can do this by:

- completing the feedback questionnaires provided by the school.
- telling an Academic Manager or the administration team.
- completing a slip and putting it in the Suggestions' Box in the Lounge.

### Complaints

If you do have a problem or complaint, ELC is committed to providing excellent customer service and dealing promptly and efficiently with your problem or complaint to try to find a solution during your stay.

- if you are unhappy with your class, you should speak to your teacher, or an Academic Manager.
- if you are unhappy with your accommodation, you should speak to an Accommodation & Welfare Officer or a member of the Student Services Team.
- if you are studying with us as part of a group, you should speak first to your Group Leader(s) who will pass on your concern to our Group Coordinator, who handles all communications for groups.
- if you are unhappy with any other aspect of the School, you should speak to the Principal or Centre Manager.
- if they do not have an immediate answer, they will write down your concerns and come back to you with an answer as soon as possible, usually within 24 hours or by the next working day
- if you are unhappy with the School's response to any complaint, you have the right to complain to English UK, the national association for English language providers. The school will provide you with details of this complaints procedure in full on request.