

## LINK SCHOOL OF ENGLISH COMPLAINT PROCEDURE

We are committed to providing quality English tuition to all our customers. We take any requests or complaints as an opportunity to improve our service and will use any available means to meet expectations of our customers.

Our ultimate goal is to help all our students improve their English language skills and provide friendly, supportive learning environment.

The Link School Staff and Management are dedicated to meeting customers' requests or suggestions and are committed to continuous improvement of our service. We believe that many requests or feedback are not of a nature of complaints and can be solved early without a need of going through the complaints procedure.

### **If you are considering making a complaint, you should first:**

- Try to solve the problem with those who are directly involved in the matter. In most cases problems are solved more quickly and effectively if they are dealt with early.
- Refer to Link School Terms and Conditions
- Refer to our information about complaint procedure

### **What you can complain about**

- The quality of services provided by [Link School of English](#)
- Failure to provide a service
- Unfair treatment or inappropriate behaviour of another student or a member of Link School staff

### **What you can't complain about**

- A request which would be with breach of Link School Terms and Conditions or any English law
- A request to have complaint considered where we have already provided our final decision following an investigation

### **Who can complain?**

Anyone who receives Link School of English services

### **What forms of complaints are accepted?**

You can complain in person (you may need an appointment for that so we can give you our full attention); by phone; in writing or by email. We recommend making complaints in writing.

Your problem will be easier to solve if you tell us about it as soon as you become aware of the issue.

### **When making a complaint, please provide the following:**

- Your full name and contact details
- As much details as you can describing what has gone wrong
- How would you like us to solve the problem

## **Time limit to make a complaint**

1 month since the issue arose or you became aware that you have a reason to complain

## **Link School of English Complaint Procedure**

### **Stage 1 - Frontline Resolution**

We aim to solve any problems quickly and wherever possible we will try to take action immediately. If possible, you should contact the office staff member by email, phone or in person. We will consider your complaint and provide a decision within 14 working days, unless there are exceptional circumstances.

If you are not happy with our response, you can take your complaint to Stage 2 of our Complaint Procedure. You can do that within 14 days since we delivered our decision.

### **Stage 2 - Investigation**

At this stage we will deal with complaints which weren't solved in Stage 1 and which require more detailed investigation.

Your complaint and any supporting documentation will be reviewed by the person investigating your complaint as well as may be seen by anyone named in the complaint and relevant staff.

At this stage we may need to discuss your issue with you to be able better understand your problem and the desired outcome.

We will give you a response within 20 working days. In case the investigation requires longer than 20 working days, we will let you know.

In an unlikely event when the relationship between the school and a customer has reached a point where an amicable resolution is not possible, we may seek to close the case without completing all stages of our Complaints Procedure.

### **What if you are still dissatisfied?**

After we have fully investigated your case and provided our decisions but you are still not happy with our response you can seek an independent external review such as ombudsman service. We will be happy to use an ombudsman service.

You may want to contact the Ombudsman Services at [www.ombudsman-services.org](http://www.ombudsman-services.org) or Citizen Advice Bureau at [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

You may also want to seek information about your consumer rights at [www.gov.uk/consumer-protection-rights](http://www.gov.uk/consumer-protection-rights)