

# Complaints Policy

## Making a complaint

We want you to enjoy your stay with us and make progress. If you are not happy and want to make a complaint you should:

1. Make an appointment to talk to the Centre/ Academic Manager in your school. You can ask at reception, or you can email him or her.

The email addresses of the Centre or Academic Managers/Accommodation and Welfare Managers for each school are:

	About their studies	About their accommodation
<b>Birmingham</b>	<a href="mailto:Harriet.Bussell@thelanguagegallery.com">Harriet.Bussell@thelanguagegallery.com</a>	<a href="mailto:lfe.b@thelanguagegallery.com">lfe.b@thelanguagegallery.com</a>
<b>London</b>	<a href="mailto:Lea.Aylett@thelanguagegallery.com">Lea.Aylett@thelanguagegallery.com</a>	<a href="mailto:lfe.l@thelanguagegallery.com">lfe.l@thelanguagegallery.com</a>
<b>Nottingham</b>	<a href="mailto:Harriet.Bussell@thelanguagegallery.com">Harriet.Bussell@thelanguagegallery.com</a>	<a href="mailto:lfe.n@thelanguagegallery.com">lfe.n@thelanguagegallery.com</a>

2. If you are not happy after talking to the Centre or Academic Manager of your school, or you think your complaint is more serious, you can make a formal complaint by contacting Lea Aylett TLG Academic Director at [lalett@thelanguagegallery.com](mailto:lalett@thelanguagegallery.com) or Sasha Young TLG Student Services Manager at [Sasha.Young@thelanguagegallery.com](mailto:Sasha.Young@thelanguagegallery.com), if it's about accommodation in UK.
3. If you are not happy after talking to the Academic Director you can contact Senior Management at: [comments@thelanguagegallery.com](mailto:comments@thelanguagegallery.com)

If you need help to write or translate a complaint, you can ask the Student Engagement Officer to help you.

You must tell us your complaint no later than 21 calendar days after the date on which you left your TLG school, or no later than 21 calendar days after the event or problem you want to complain about.

## UK students only

If you are unhappy with the decision of the Senior Management, you can complain to our accrediting body in the UK, the British Council. You cannot do this before completing each of the three steps of the process above.

You should send a written complaint (if you are under 18 your parent/guardian may do this for you) to the British Council. If not in English, the complaint must have at least the main points translated into English.



Your complaint should give details of how you or your parent/ agent has already tried to resolve the problem with us directly, and the response you have received from us.

Complaints to the British Council can be posted or emailed to:

- **British Council, Accreditation Unit, Bridgewater House, 58 Whitworth Street, Manchester M1 6BB, UK**
- [accreditation.unit@britishcouncil.org](mailto:accreditation.unit@britishcouncil.org)

## Complaints: General Principles

Please be aware that:

- TLG will not respond to complaints that are anonymous.
- TLG expects that a complaint will normally be made by the student concerned. Where you wish a third party (e.g. family member) to make the complaint for you, you must give TLG written permission to correspond with that third party to ensure that TLG does not break the Data Protection Act.  
The exception to this shall be where a student who has not yet reached his/her 18<sup>th</sup> birthday wishes a parent or guardian to make the complaint on their behalf.
- Where a complaint is made by a group of students, one student should be clearly named as the main point of contact for those handling the complaint. Findings and decisions will be given to each member of the group of students.