

## Complaints Policy

### 1. Introduction

The Language Gallery (TLG) is committed to ensuring that all students have a positive learning experience. This complaints policy outlines the steps students can take to address concerns or issues, ensuring complaints are handled fairly, consistently, and transparently.

This policy applies to all TLG students, including those currently enrolled, recently completed, or with explicit written authorisation to represent a student.

The policy is guided by principles of respect, impartiality, and compliance with relevant data protection laws. Additionally, the complaints process is designed to ensure:

- Students can raise concerns without risk of disadvantage.
- Complaints are resolved in a timely manner with clear communication.
- Outcomes are used to improve the student experience and service quality.

### 2. Definition of a complaint

A complaint is defined as an escalation of concern or expression of dissatisfaction by one or more students, about TLG's action, lack of action, or about the standard of service provided by or on behalf of TLG.

### 2. General Principles

- Complaints are handled with confidentiality and in compliance with data protection laws.
- Complaints should be raised promptly, ideally within ten working days of the issue arising. Complaints made more than three months after the incident may not be accepted unless exceptional circumstances exist.
- Frivolous, vexatious, or abusive complaints will not be accepted. Students making such complaints will be warned and may face disciplinary actions if behaviour persists.
- Group complaints must designate a representative for correspondence, and all members must agree to this arrangement.
- Anonymous complaints will not be considered.
- Remedial actions will be taken where complaints are upheld, and appropriate steps will be taken to prevent recurrence of identified issues.

- All effort will be made to seek a resolution at the informal resolution stage. It can also be possible for early resolution to be sought at any stage of the process after a formal complaint has been made.
- Complaints made on behalf of a student by a third party will not be investigated without the student's written consent, in accordance with the Data Protection Act (2018). This includes complaints made by a parent, guardian, partner or associate of the student.
- No student bringing a complaint under this policy, regardless of the outcome, will be treated less favourably than if they had not brought the complaint forward.

### **3. Informal Resolution**

Students are encouraged to resolve concerns informally as the first step. Depending on the complaint, students are encouraged to speak to their mentor, academic or a member of the Student Support Team.

Staff will work with you to address your concern promptly and may involve additional staff or resources as needed to reach an informal resolution. Where issues are complex or serious, you may be advised to proceed directly to the formal complaint process.

Within the informal resolution stage, it is not generally expected that a student will be accompanied in any meetings with staff.

The informal resolution stage will normally be concluded in writing to the student. The student will be informed of their right to appeal and the timeframe for this.

### **4. Formal Complaint Process**

If the issue remains unresolved after informal discussion, you may escalate your complaint formally in writing to: [complaints@thelanguagegallery.com](mailto:complaints@thelanguagegallery.com)

#### **Step 1: Contact the Registry Team.**

An independent Complaints Officer (staff from the Registry Team) will be assigned to each case, and they will be independent from the academic, mentor or student support departments therefore can provide an unbiased view of the complaint or student.

- Your complaint must include:
  - A clear description of the issue.
  - Evidence supporting your claim (emails, photographs, or relevant documentation).
  - The resolution you are seeking.

- You will receive an acknowledgement within five working days. A detailed investigation will follow, and a response will be provided within ten working days, unless additional time is required. You will be informed of any delays.

If an informal resolution has not taken place, the complaint may be dismissed if the student refuses to do so without providing a good reason for escalation.

The independent Complaints Officer may require further information to gain a deeper understanding of the case, this would usually occur over e-mail with clear deadlines for a response provided. If these are not provided, the response time to the complaint could be delayed.

**Step 2:** If dissatisfied with the Complaints Officers response or a resolution cannot be reached, the complaint can be escalated to the Complaints Committee:

- Clearly outline why you are dissatisfied and include all relevant correspondence.
- The Complaint Committee will review the case and respond within fifteen working days.

## **5. Appeals Process**

If you are dissatisfied with the outcome of the formal complaint process, you may appeal the decision under the following circumstances:

- Procedural errors in handling your complaint.
- New evidence that was not available at the time of the original complaint.
- The resolution provided was unreasonable or inadequate.

Appeals must be submitted in writing within ten working days of receiving the outcome of your formal complaint. Appeals will be reviewed by a panel independent of prior stages, and you will receive a response within twenty working days.

## **7. Assistance in Making a Complaint**

If you need help drafting or translating your complaint, contact the Student Support Officer. TLG reserves the right not to accept retrospective complaints that could have been addressed earlier. Reasonable adjustments will be made for students with disabilities or specific needs to facilitate the complaints process.

## **8. Monitoring and Learning from Complaints**

- Complaints will be reviewed periodically to identify areas for improvement.
- Outcomes of complaints will inform efforts to enhance the student experience.
- Regular reports on complaints and their resolutions will be shared with relevant stakeholders while maintaining confidentiality.



The Language  
Gallery

## **9. Policy Review**

This policy will be reviewed annually to ensure its relevance and effectiveness. The next review is scheduled for February 2026.