The Language Gallery

COMPLAINT PROCEDURE

Anti-bullying policy for The Language Gallery

The Language Gallery operates an anti-bullying and anti-harassment policy. We are committed to providing a relaxed, friendly and safe environment for all of our pupils to learn in. Bullying of any kind will not be accepted at our school and any incidents will be dealt with promptly and definitively.

In the unlikely case of harassment or bullying, please report it immediately to a member of staff.

Feedback

The Language Gallery team is always there to listen to you and help with any problems or queries you may have. We continually aim to improve the school and our courses, which we do using feedback. Throughout your time at the Language Gallery, you will be asked to fill out feedback forms to let us know your feelings about the school and your course.

The Language Gallery is committed to resolving any problems quickly, decisively and amicably.

Every student has the right to complain if they are unhappy about any aspect of their course at the Language Gallery. Every complaint will be fully considered, and dealt with professionally and in confidence.

Students must, however, bring any problems to our attention immediately. The school does not accept retrospective complaints or queries.

How to make a complaint

1. Complaints should be made within 21 days of the alleged incident, matter or concern. A full response should be received within 10 days of the complaint. Please email: comments@thelanguagegallery.com with any complaints or queries.

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STUDENT FEEDBACK/COMPLAINT FORM

First Name: **Last Name:**

Type of feedback/complaint: **Note taker:**

Time & date: **Attendees:**

General feedback/complaint

Examples

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FOR STAFF USE ONLY

Action items	Deadline

Result