

Complaints Procedure and Policy

The management & staff of Louth English will always seek to prevent general grievances and complaints by ensuring that students are satisfied with all aspects of their experience with us. Staff members are expected to be fair, courteous, professional and helpful in all dealings with students. All complaints are treated seriously, investigated thoroughly and managed accordingly.

If a student has a complaint they would like resolved, we ask them to inform the relevant staff member using the following procedure.

Complaints Procedure

If the Complaint Relates to:	Please Contact:
Class level or other academic issue	Speak to your teacher or contact the Director of Studies
Accommodation	Speak to reception or contact the Accommodation Manager
Social Programme	Speak to reception or contact the School Director
Other	Speak to reception or contact the Director of Studies

Once the student has informed the relevant department the student should receive a response within 24 hours. A solution may take longer than this in some cases but the student should feel that progress is being made within a reasonable timeframe. If the student remains unsatisfied and the problem remains unresolved, the student should launch a formal written complaint or appeal to the Director of Studies. The student should put into writing, an explanation of the exact nature and reason for the complaint and present this to the Director of Studies.

If the problem is not resolved adequately, he/she can consult the School Director. The School Director may ask the student for a meeting to discuss and attempt to resolve the issue. The student will receive a formal statement confirming the decision of the company in response to the complaint within 5 working days.