

Office Reference No: _____

Below is a complaint form, which can be used by any student who has a complaint. Every complaint will be dealt with confidentially and any student with a complaint will receive an appointment with either the Director or Director of Studies. This appointment will be made as soon as possible.

The Linguaviva Centre has a child protection policy in place to ensure the safety and well being of all our students. The full policy can be found on our website: www.linguaviva.com/Linguaviva_Child_Protection_Policy.pdf

Students aged under 18 can also ask to speak to the Child Protection DLP which is:

Caroline Cuneo Killeen

Complaint Form

Student Name: _____

Class Number: _____ **Teacher:** _____

Host Family Name: _____

Please describe the nature of your complaint.

Please sign your name here: _____ **Date:** _____

When you have written your complaint and signed it, please hand your complaint into the office. An appointment will be made with either the Director of Studies or one of the Directors to discuss your problem. Students aged under 18 can also ask to speak to the Child Protection DLP.

If you find it difficult to write your complaint and would rather talk to someone, then the following languages are spoken by members of staff in the office: German, Spanish, French, Italian and Polish.