

## **Complaints Procedures in the Linguaviva Centre**

It is the policy of Linguaviva that all administration staff get to know every student in the school. This policy forms an integral part of how the school's complaints procedure works. It means that students can come at any time to any member of the team as they are already familiar with the staff of Linguaviva and can easily communicate with them. All complaints made will remain confidential between the student and The Linguaviva Centre Staff.

On the first day in Linguaviva, each student is told that if they encounter any problem, they should come immediately to the office. They are also told that if they have a problem with their classes that they should talk to their teacher first, then come to the office if necessary and make an appointment to talk to the D.O.S. It is the school's policy to deal with any complaint on the day it is made.

In the student handbook, students are given information as to what to do in case of having a problem with their level/class.

### **Academic Complaints**

The Director talks to the Director of Studies and the teacher in question. The student is then called back and spoken to by the Director of Studies. A solution is found immediately. In the student handbook, students are given information as to what to do in case of having a problem with their level/class.

### **Host Family Complaints**

The student is interviewed at break time by the Director or the Student Coordinator. They are listened to and notes made. Depending on the problem, the host family is contacted and advised that there may be a problem. If the family is at fault and willing to try and accommodate the student, then the student is advised to give it another go. If the problem has gone too far, then the student is moved either that day or first thing the next day. When students have to change host families due to a problem with the host family, then the school will transfer the student by car to their new home.

### **Complaint Forms**

There are complaint forms on the main notice boards and in each classroom.

### **Complaint Book**

There is a book for complaints. Whoever the student approaches, writes up the complaints book.

### **End of Course Questionnaires**

Every student is given an end of course questionnaire, including members of groups and group leaders. These forms are analysed by the Director and by Director of Studies. Periodically each teacher receives the forms relating to their own students so that they

can see what the students have said about their classes. All negative comments are followed up by the Director and/or the Director of Studies.