

The management & staff of ELI Schools 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, we ask them to inform the relevant staff member using the following procedure.

Complaints Procedure

If a student has a minor complaint, we ask them to contact the relevant department manager who should be able to find a solution. We ask students to speak to our reception team who will be able to help find a solution to any problems or complaints you may have.

If the complaint relates to:	Action to take:
1. Your class, level or other academic	Please speak to your teacher if you think they can help, or contact the Academic Manager academic@elischools.com
2. Accommodation	Please speak to reception, or contact our Accommodation Manager accommodation@elischools.com
3. Activities, workshops or other	Please speak to reception, or contact the School Manager
4. Company marketing, policies, advertising, pricing or other	Please speak to reception, or contact hello@elischools.com

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 Academic Manager. The student should put into writing, an explanation of the exact nature and reason for the complaint and present this to the Academic Manager. If the problem is not resolved adequately, he/she can consult the Managing Director. The Managing 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.