



ELI ENGLISH
LANGUAGE
INSTITUTE

Dublin | Drogheda



Student Complaints Procedure

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. We have an extended Complaints and Appeals Policy and Procedure as part of our [Overarching Quality Assurance Policies and Procedures](#).

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 issue	Please speak to your teacher if you think they can help, or contact the Academic Manager:	
	manager.Dame@elischools.com	manager.Grand@elischools.com
	manager.Drogheda@elischools.com	
2. Accommodation	Please speak to reception in your school or email hello@elischools.com .	
All other complaints should be addressed to Reception or by email to hello@elischools.com		

Stage 1 - Talk to us

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.

Stage 2 - Formal written complaint to the Academic Manager

If the student remains unsatisfied and the problem remains unresolved, the student should launch a formal written complaint or appeal to the Academic Manager, explaining the exact nature and reason for the complaint. The Academic Manager will investigate and respond in writing.

Stage 3 - Review by the Managing Director

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. This completes the internal complaints procedure of ELI Schools.

Stage 4 - Independent review, outside ELI Schools

If you have completed Stage 3 and you are still not satisfied, you have the right to take your complaint to an independent body outside ELI Schools. These bodies are independent of ELI Schools and of QQI, the service is free of charge, and using it will not affect your course, your enrolment or the way you are treated at ELI Schools.

Independent body	What they do	How to contact them
English Education Ireland (EEI)	The national representative association for accredited English language providers in Ireland, of which ELI Schools is a member. EEI runs an independent complaints service for students of member schools.	Email: info@englisheducationireland.ie Phone: +353 1 618 0910 Web: englisheducationireland.ie/eei-complaints
Eaquals - and the Eaquals Ombudsman	The international accreditation body for language education, of which ELI Schools is an accredited member. Eaquals reviews the complaint and may mediate. If it remains unresolved it goes to the independent Eaquals Ombudsman, whose decision is final.	Email the Eaquals complaint form to info@eaquals.org Web: eaquals.org

Making an independent complaint

- Please complete Stages 1 to 3 first. Both bodies will ask whether you have already used the school's own complaints procedure.
- Make the complaint yourself. These bodies accept complaints from students, not from agents. If you are under 18, your parent, guardian or group leader may complain on your behalf.
- Write in English. Include your name and contact details, your ELI school (Dublin or Drogheda), your course and dates, what happened, how the school responded, and the outcome you are seeking.
- ELI Schools will co-operate fully with any independent review, provide any information requested, and act on the outcome.

Your other rights, and how we record complaints

Nothing in this procedure affects your legal rights. You may also contact the Competition and Consumer Protection Commission (ccpc.ie) or, if you are from another EU or EEA country, the European Consumer Centre Ireland (eccireland.ie), and you may take a complaint to the courts.

Every complaint and its outcome is recorded in the ELI Schools complaints log and reviewed by senior management as part of our quality assurance process. No student will be disadvantaged for making a complaint. If you need help at any stage, including help putting your complaint in writing, please ask at reception or email hello@elischools.com.

Contact us

 hello@elischools.com
 +353 1 55 98 717

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