

If you are not happy with LTC

LTC is committed to providing a high quality of service to all our clients and take any complaints seriously. We aim to ensure that any complaint is dealt with promptly and effectively and a suitable solution found.

We organise the school very carefully so that you can achieve your aims. So you

- learn what you expect
- spend your time in a safe and clean environment
- are supported by our staff
- go home with positive feelings about LTC and the UK

We know that in a world of people dealing with people, some parts of the experience may be outside our control and there can be problems. When that happens we have a very clear procedure so please let us know if you are not happy as soon as possible. The earlier you tell us, the easier it is to resolve. We will do our best to reach a solution by talking together. LTC staff must respond quickly and aim to reach a conclusion two weeks after the complaint being raised.

If no progress is apparently being made by the end of this period, or the suggested resolution is considered unsatisfactory, you are entitled to make a formal complaint. Then

- You will receive an immediate acknowledgement. You should not need to wait more than two working days.
- The situation will be investigated thoroughly and a full answer will be sent to you within a maximum of ten working days by a manager or the Principal.
- If you are still not happy, you should reply to the Principal within ten working days.
- The Principal will reply within five working days.
- If you are still not satisfied, you may appeal to the Director, Wendy Teroka.
- She will reply within five working days.
- In the event of yourself and the school failing to reach a solution, you can contact:

The Ombudsman

EnglishUK

219 St John Street

London EC1V 4LY

Tel: +44 (0) 20 7608 7960

Email: enquiries@englishuk.com

Website: www.englishuk.com

If at any point legal action is taken, further direct correspondence from the school will stop