

COMPLAINT PROCEDURE

General Principles

1. As a general principle BSL expects that complaints will be dealt with informally in the first instance. Many complaints can be dealt with quickly and effectively in this manner without the need to follow formal procedures.
2. BSL is committed to providing high quality service to its students and all students are encouraged to let us know when there is cause for concern or a need for improvement.
3. Students should be assured that they will not be disadvantaged by having raised a complaint. Privacy and confidentiality will be maintained in the handling of complaints except where disclosure is necessary to process the complaint. It is BSL's expectation that the confidentiality of any documentation generated by a complaint will be respected by all parties.
4. It is important to remember that complaints will not always produce the outcome preferred by the complainant. There may be a number of reasons for this, including lack of evidence to substantiate the complaint or the fact that circumstances beyond BSL's control may affect the level of service provided.

Any complaints against any aspect of the services provided by BSL should be addressed in the first instance to a local representative on site – School Director, Head of Admissions, Academic Manager or Student Services Coordinator – in order to fix the issue as quickly as possible. In the event that the matter cannot be resolved, the client or his/her agent should make an immediate formal complaint in writing to BSL's main office. A complaint form is available for students to fill out. Students should request for a complaint form from the School Director as soon as possible.

All complaints will be investigated by the school and may be subject to an appropriate refund provided that:

- The complaint is deemed to be valid
- The complaint is received within one month of the end of the course
- All fees and costs associated with the booking have been settled in full

Stage 1: Informal Stage

Students may raise concerns with BSL staff without any formality. At this stage it may be unclear whether the individual is making a complaint, seeking information or has misunderstood the situation. If the concern is not resolved immediately and a complaint is identified then the following procedure will be instigated:

1. Complainants are given the opportunity to discuss their complaint with the appropriate member of staff.
2. The member of staff tries to resolve the complaint straightaway. The complainant is made aware what action (if any) BSL proposes to take.
3. If the informal process has been exhausted and no satisfactory solution has been found within 5 working days, complainants are asked by the member of staff dealing with the complaint if they wish the complaint to be considered more formally.

Stage 2: Referral to School Director

1. The complainant is invited to put their complaint in writing (via a complaint form).
2. The School Director acknowledges the written complaint within 24 hours of receipt and provides an opportunity to speak to the complainant to discuss the complaint.
3. The School Director investigates the complaint and a written response should be made within 5 working days of receipt of the complaint. If this is not possible, a letter is sent to the complainant explaining the reason for the delay and providing a revised target date. The written response should include what action (if any) BSL proposes to take to resolve the complaint, or, if the decision goes against the complainant, a full explanation as to why.

Please note that at any point between the beginning of Stage 1 and Stage 2 the School Director may choose to intervene or respond to a request for a meeting in order to resolve the complaint quickly.

All records of student complaints and their resolutions will be kept on file.

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