

Compliments & Complaints Procedure

BLC International courses are designed to give every student an excellent learning and cultural experience. As an independent school, we provide a caring, professional, friendly and welcoming environment. We want your time with us to be enjoyable and successful. We value all feedback, positive and negative, and welcome your comments so we can listen, learn and plan for the future.

Compliments

If you have enjoyed your stay with BLC International, please tell us what you have enjoyed in particular. You can do this by:

Completing the feedback questionnaires provided by the school. Telling one of our team here at the school in person or by email at admissions@brightonlc.co.uk

Complaints

If you do have a problem or complaint, BLC International is committed to providing excellent customer service and dealing promptly with your problem to try to find a solution during your stay

if you are unhappy with your class, you should speak to your teacher or a member of the Academic Management team.

if you are unhappy with your accommodation, you should speak to an Accommodation Officer.

if you are studying with us as part of a group, please speak first to your Group Leader(s) who will pass on your concern to our management team.

If you are unhappy with any aspect of the social programme or activity programme, you should speak to our Activities Manager.

if you are unhappy with any other aspect of the school, you should speak to a member of the Student Services team in reception who will direct your complaint to the right person.

If you need help to identify any of our team, please speak to our reception staff who will help you.

If you prefer to write an email complaint, please email admissions@brightonlc.co.uk

if they do not have an immediate answer, they will write down your concerns and come back to you with an answer as soon as possible, usually within 24 hours or by the next working day

Most complaints can be dealt with in this way. All the staff work hard to provide excellent service, and they always want to know if there is a problem. You have the right to be accompanied/represented by another person who may speak on your behalf if needed if you wish.

if you are unhappy with the school's response to any complaint, you have the right to complain to English UK, the national association for English language providers.

They can be contacted directly at the following email address:

info@englishuk.com

LK/NR/GF