



SUGGESTIONS, COMPLIMENTS AND COMPLAINTS

GENERAL INFORMATION

At the English Language Centre we welcome your feedback and suggestions. We will always try to act on your feedback to help us offer the best experience for all of our students.

If you are studying with us and you have some feedback about something we are doing particularly well or something you would like us to change you can:

- Talk to your Group Tutor, before or after class, or during an individual tutorial.
- Talk to your class representative and ask him or her to mention it at a Staff Student Liaison Committee (SSLC) meeting. This is a meeting where student representatives meet with ELC staff and give suggestions for improvement to the course and the student experience. These meetings are held approximately once per term (November, February, April, July, and August).
- Talk to your Course Co-ordinator. If you do not know who is your course co-ordinator, you can email elc@liverpool.ac.uk to find out. Please state your student number in your email and tell them what course you are studying at the ELC.
- Mention it on your feedback form(s).

If you feel we have not done enough to help you, you may want to raise the issue more formally. This document will help you understand the steps you should take to raise an issue formally and, if you are not happy with how the ELC deals with the issue, to make a complaint to the University. Full details of the University of Liverpool Complaints Procedure can be found at <https://www.liverpool.ac.uk/media/livacuk/student-administration/student-administration-centre/documents/Student,Complaints,Policy,and,Procedure,May,2016.pdf>.

The ELC will always follow the University of Liverpool Complaints Policy and Procedure. This document is a summary of some of the main points to try to make the process easier to understand and is intended only to help students of the University of Liverpool English Language Centre.

WHO CAN RAISE AN ISSUE OR MAKE A COMPLAINT?

You can raise an issue or complaint if:

- you are studying, or have recently studied, on an English Language Centre course at the Liverpool or London campus, or at an off-site location. This includes the ELC's in-sessional classes and writing consultations.
- you are a group of students who want to raise something, provided you give us the name of one person in the group who we can discuss the issue with.

You can also ask someone to make a complaint on your behalf, provided that you tell us in writing that this is what you want to do. In this case, you understand that we may have to give the person making the complaint on your behalf information about you in order to discuss the complaint with them.



Do not wait to tell us that you are unhappy. You must normally raise any issue of concern within one month after it has happened. We will not normally consider any issues of concern or complaints more than three months after the thing you are complaining about happened.

WHAT CAN YOU EXPECT FROM US?

We will treat you fairly and consistently following the policy set out by the University and in this document.

We will make sure that you do not suffer any disadvantage from making a complaint in good faith.

We will treat your complaint confidentially. However, sometimes we will need to talk to other people in order to deal with the complaint.

We will invite you to bring a friend or colleague with you if you are invited to a meeting to discuss the complaint.

We will try to solve the problem as quickly as possible and within the timescales set out below; however, there may be a need for the University to make reasonable adjustments to the timescales to meet its obligations under the Equality Act.

RAISING AN ISSUE OF CONCERN

Raising an issue of concern is the first step of the Student Complaints Procedure. You should always follow this step first, so that we can try to deal with your concern informally. Most problems can be resolved this way without a more formal complaint being necessary. We will keep a record of any issues of concern relating to ELC services, but we do not report them to the University. These records are made available to the British Council Accreditation Unit as part of the ELC's accreditation by the British Council for the Teaching of English in the UK.

STEP 1: Speak or write to your Course Coordinator telling them about your concern and saying what you would like them to do about it. You should give the Coordinator all the documents and evidence about your concern. **You should make it clear that you are raising an issue of concern which you would like to be recorded.** If you do not want to speak to your Course Co-ordinator, you can raise your concern with the Course Director.

STEP 2: Your Course Coordinator (or Course Director) will fill out a form with you to make a record of your concern. You will also be given a copy of this form. The Course Coordinator will try to solve the problem, and may need to speak to other colleagues, such as the Course Director or ELC Operations Director.

STEP 3: We will write to you, normally within 14 calendar days to tell you what we have done about your concern. If you are one of a group raising an issue of concern, we will write to each member of the group individually. If it is not possible to respond to your concern within 14 calendar days, you will be told why in writing and given an expected date when your concern will be dealt with.

STEP 4: If you are still not happy once you have heard about the result of your issue of concern, you should enter Stage One of the University's formal complaints procedure.



If you do not know who is your course co-ordinator (or course director), you can email elc@liverpool.ac.uk to find out. Please state your student number in your email and tell them what course you are studying at the ELC.

PLEASE NOTE: If your concern is about facilities or services offered by the University (e.g. accommodation, food or the Library), you should speak or write to the person responsible for those facilities or that service. For example, if you are not happy with your accommodation, you should contact the Accommodation Office and tell them about your problem. If you are unhappy with the service offered by the cafés on campus, you should tell one of the people working in the café. Likewise, if you have a problem with the Library, you should speak to a member of Library staff. If you do not know who to speak to, you can talk to the ELC Reception who will help you find the right person to talk to. We will make a record of your enquiry.

RAISING A FORMAL COMPLAINT

If you are not happy with the response you receive about your issue of concern, you should enter Stage One of the University's formal complaints procedure. You should download and complete the complaints proforma at <https://www.liverpool.ac.uk/student-administration/student-administration-centre/policies-procedures/complaints/>. You can also ask ELC Reception for help with accessing this form. If you cannot visit ELC Reception in person, you can email them at elc@liverpool.ac.uk.

On this form, you should tell us about your complaint and tell us about what you did and what happened when you tried to resolve it informally. You should also tell us why you are not happy with our response so far and tell us what you would like us to do about the problem. If you have any evidence or documents about your complaint, you should also attach these to your form.

Please see the next page for details of how your complaint will be handled.



STEP 1: Complete the complaints proforma and submit this form to elc@liverpool.ac.uk no more than one month after you have been told the result of raising your issue of concern.

STEP 2: Your complaint will be referred to the ELC Director, who will tell you that they have received your form within 3 working days. The ELC Director will also tell you when you can expect to hear the outcome of your complaint. This will normally be within 35 calendar days of the ELC receiving the formal complaint proforma. If the ELC Director is not available, your complaint will be referred to their nominee.

STEP 3: The ELC Director will usually ask you to come to a meeting. This meeting might also be with any person you have complained about. You do not have to come to the meeting and you can ask to discuss the complaint in another way e.g. by telephone or email. If you do come to the meeting, you can bring a friend or colleague with you.

STEP 4: The ELC Director will write to you after the complaint has been investigated and will tell you if we uphold your complaint. We will tell you why we upheld the complaint, what action we have taken or will take, or recommendations we will consider. Any person you have complained about will also get this information. On the other hand, if your complaint is unsuccessful, then we will tell you this in writing. If you have complained about a person, that person may also be told that the complaint has been unsuccessful.

CONTINUING WITH YOUR COMPLAINT

If you are still not happy once you have completed Stage One of the University complaints procedure, then you should enter Stage Two of the University's formal complaints procedure. You should download the complaints proforma at: <https://www.liverpool.ac.uk/student-administration/student-administration-centre/policies-procedures/complaints/>.

This time you should submit it to the Director of Student Experience and Enhancement (SEE), whose contact details you will find on the proforma.

On this proforma, you should tell the Director of SEE about your complaint. You should also tell the Director of SEE why you are not happy with our response so far and what you would like the University to do about the problem. You should submit any correspondence we sent you or you sent us while we were investigating the complaint during Stage One of the formal complaints procedure. If you have any other evidence or documents about your complaint, you should submit these.

The Director of SEE's office will usually tell you that they have received your Stage Two formal complaint within 5 working days and they will tell you when you can expect the Director of SEE to write to you about the outcome of your Stage Two formal complaint. This will normally be within 42 calendar days of the the Director of SEE receiving the Stage Two formal complaint proforma. When the Director of SEE writes to you, you will also receive a Completion of Procedures letter which tells you what you should do if you are still not happy with how your complaint has been handled.



EXCEPTIONS

The information above describes the most common procedure for making a complaint. Sometimes the University may need to follow a different procedure (for example, if the complaint is also part of a police investigation). If you need to follow a different procedure, we will write to you to tell you this at the earliest opportunity.

ENGLISH UK MEMBERSHIP

The English Language Centre is a member of English UK, the professional association for all British Council accredited language schools. You can contact English UK at <http://www.englishuk.com/en/students/english-in-the-uk/student-complaints-procedure> for help in making a complaint.