GENERAL INFORMATION

At the English Language Centre we welcome your feedback and we always try our best to act on that 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 class representative and ask him or her to mention it at the termly Staff Student Liaison Committee meeting. This is a meeting where student representatives meet with staff and give suggestions for improvement to the course.
- Talk to your course tutor, before or after class or perhaps during an individual tutorial.
- Talk to your course co-ordinator.
- Mention it on your end of term feedback form

If you feel we have not done enough to help you, you may want to raise the issue more formally. This document is designed to help you understand the steps you should take to raise an issue formally and, if you are not happy about what we do to deal 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 just a summary of some of the main points to try to make the process easier for people whose first language is not English 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 at the ELC on campus.
- You have studied on an ELC course but have now left, provided you tell us about it not more than 3 months after you leave.
- You are studying on an ELC course off campus, as long as the issue you are concerned about is under the control of the University of Liverpool.
- 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 must 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.

TIMING

You should raise your issue or complaint no more than one month after the thing you are complaining about happened. We will not normally consider any complaints more than 3 months after the thing you are complaining about happened.
WHAT WE WILL DO

We will treat your complaint seriously, positively, quickly and fairly.

We will make sure that you do not suffer any disadvantage just because you have made 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 along with you if you are asked to come to discuss the complaint orally.

We will try to solve the problem by involving the people who you feel caused the problem, if this is possible.

If the person you speak to believes you have a good reason to complain, he or she will either try to solve the problem or contact someone who will try to do this.

RAISING AN ISSUE OF CONCERN

You should always follow this this step first, so that we can try to deal with your concern informally. Most problems can be resolved this way without a 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.

If your concern is about a person, you should either speak or write to that person telling them about your concern and saying what you would like them to do about it. You should give the person all the documents and evidence about your concern. If that person does not feel they can solve the problem themselves, they will ask you to see your course coordinator. The person will talk to the course Co-ordinator, who will fill out a form to record your concern. If it is not possible to respond to your concern within 14 calendar days, you should be told why and given an expected time to deal with the concern.

If your concern is about your course, including the social programme, or if it is about one of your teachers and you do not want to speak or write to them directly, you should speak or write to the Course Co-ordinator, telling them about your concern and saying what you would like them to do about it. You should give the Course Co-ordinator all the documents and evidence about your concern. The course co-ordinator will fill out a form with you to make record of your concern and will try to solve the problem. If it is not possible to respond to your concern within 14 calendar days, you should be told why and given an expected time to deal with the concern.

If you do not want to speak to your Course Co-ordinator or your teacher, you can raise your concern with the Course Director. You should give the Course Director all the documents and evidence about your concern. The Course Director will fill out a form with you to make record of your concern and will try to solve the problem. If it is not possible to respond to your concern within 14 calendar days, you should be told why and given an expected time to deal with the concern.

If your concern is about facilities or services offered by the University (for example 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 cafes on campus, you should mention it to 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 Social and
Welfare Officer, who will be happy to find out who you should pass your concern on to. If it is not possible for the responsible person to respond to your concern within 14 calendar days, you should be told why and given an expected time to deal with the concern.

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.

RAISING A FORMAL COMPLAINT

If you are still not happy once you have heard about the result when you raised your issue of concern, then you should enter stage one of the University’s formal complaints procedure. You should download and fill out the complaints proforma, to which you can find a link at https://www.liverpool.ac.uk/student-administration/student-administration-centre/policies-procedures/complaints/.

You should fill out and submit this form no more than one month after you have been told the result after raising your issue of concern. On this proforma, 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 submit these. There is information on the proforma about who you should submit the form to. If the complaint is about the ELC then it will normally be the ELC Director.

We will tell you that we have received the proforma within 3 working days and we will tell you when you can expect us to write to you about your complaint. This will normally be within 35 calendar days of us receiving the formal complaint proforma.

The person who investigates the complaint 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 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.

We will write to you after the complaint has been investigated and 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.

STEP 3: CONTINUING WITH YOUR COMPLAINT AFTER YOU HEAR THE RESULT OF YOUR FORMAL COMPLAINT

If you are still not happy once you have completed stage one of the University complaints procedure, then you should enter stage 2 of the University’s formal complaints procedure. You should download and fill out the complaints proforma, to which you can find a link at https://www.liverpool.ac.uk/student-administration/student-administration-centre/policies-procedures/complaints/. This time you should submit the form to the Chief Operating Officer (COO), whose contact details you will find on the proforma.

On this proforma, you should tell the COO about your complaint. You should also tell the COO 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. In addition, if you have any other evidence or documents about your complaint, you should submit these.

The COO’s office will usually tell you that they have received your stage 2 formal complaint within 5 working days and they will tell you when you can expect the COO to write to you about the outcome of your stage 2 formal complaint. This will normally be within 42 calendar days of them receiving the stage 2 formal complaint proforma. When the COO 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, but sometimes the procedure will be different. Details of when this is so can be found in the full University of Liverpool Complaints Procedure, which 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](https://www.liverpool.ac.uk/media/livacuk/student-administration/student-administration-centre/documents/Student.Complaints.Policy.and.Procedure.May.2016.pdf)

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