



Students' Grievances, Disputes and Complaints

If you are unhappy about something, please talk to someone as soon as possible. Don't wait to tell us on your final feedback form as it may be too late for us to help you.

If you have a problem, speak to your teacher and they will try to help you or they will refer you to another member of staff who can help. If it is an **educational matter** which the teacher is unable to resolve, the problem should be referred to the relevant **Director of Studies**.

When the problem stems from the **host family** and **accommodation** in general, please speak to the **Accommodation Manager** or **Principal**.

If you wish to discuss personal problems that you are experiencing either inside or outside the school which may arise from **homesickness**, **cultural acclimatisation**, or problems of possible cases of **abusive behaviour** you can speak to our **Welfare Officers** (check the notice boards in classrooms for who to find).

Students are given fortnightly tutorials which provide a further opportunity to discuss grievances.

In each case an appropriate course of action will then be followed. If all else fails, or the problem is of a serious nature, then students should speak to the Principal or Operations.

All staff, including the Principal have an 'open door' policy so please speak to them at any time. There is also a '**suggestions box**' in the students' lounge. If you have a suggestion on how we can improve anything, we'd love to hear it so please write it down and put it in the box!

If you cannot find a solution to your problem or concern or are not satisfied with how LSI Portsmouth has handled a situation, you can write to English UK (the national association of accredited English language centres). For details of the English UK complaints procedure, please visit www.englishuk.com