

Complaints Procedure and Policy

The management & staff of ELI Dublin will always seek to prevent general grievances and complaints by ensuring that students are satisfied with all aspects of their experience with us. Staff members are expected to be fair, courteous, professional and helpful in all dealings with students. All complaints are treated seriously, investigated thoroughly and managed accordingly.

If a student has a complaint they would like resolved we ask them to inform the relevant staff member using the following procedure.

Complaints Procedure

If a student has a minor complaint they would like resolved we ask them to contact the relevant department manager who should be able to find a solution.

If the complaint relates to:	Action to take:
1. Your class, level or other academic aspect	Please speak to your teacher if you think they can help, or contact the Academic Manager Jennifer@elidublin.com
2. Accommodation	Please speak to reception or contact our accommodation & operations manager Louise Murphy louise@elidublin.com
3. Activities, workshops or other school events	Please speak to reception, or contact the Academic Manager Jennifer@elidublin.com
4. Company marketing, policies, advertising, pricing or other	Please speak to reception, or contact the Managing Director peter@elidublin.com

Once the student has informed the relevant department the student should receive a response within 24 hours. A solution may take longer than this in some cases but the student should feel that progress is being made within a reasonable timeframe. If the student remains unsatisfied and the problem remains unresolved, the student should launch a formal written complaint or appeal to the Academic Manager. The student should put into writing, an explanation of the exact nature and reason for the complaint and present this to the Academic Director. If the problem is not resolved adequately he/she can consult one of the school Managing Director. The Managing Director may ask the student for a meeting to discuss and attempt to resolve the issue. The student will receive a formal statement confirming the decision of the company in response to the complaint within 5 working days.