



BLC Complaints Policy

Providing an excellent service is important to **BLC** and in the vast majority of cases this is exactly what you will receive. In the event of a complaint relating to the provision of materials, the course administration, teaching methods, social programme or other, please ensure that you speak personally to the Welfare Officer, any other member of staff or send an email to enq@bhc-english.co.uk. Of course, we hope that no complaints will arise, but if they do, please do let us know.

It is our policy to deal with and resolve your complaint on the same day. If an immediate solution cannot be achieved because further investigation is necessary, we will let you know straight away. Should our investigation take longer than anticipated, which will only happen if the circumstances are complex, we will explain why and we will make sure you are provided with regular updates. We will not normally allow any complaint to be unresolved for more than 2 weeks. If at any time you are unhappy with the progress or outcome of our investigations, please do not hesitate to contact the reception, send an email to enq@bhc-english.co.uk or alternatively call 0044 117 929 22 33.

In the unlikely event that you are still unhappy with how your complaint is being handled or resolved, we have in place an escalation procedure which means that you can request the involvement of an appropriate manager - Office Manager or Director of Studies. If, at the end of this process, you still remain dissatisfied with the outcome, you have the right to take your complaint to the British Council. They will consider your complaint totally impartially and we are bound by their decision. We do hope, however, that your complaint will have been resolved much earlier and you will not find it necessary to take this action.

Complaints are recorded and assessed to ensure preventative measures are taken to stop the problem from happening again.