

<b>POLICY: 7.1</b> <b>Original Issue Date:</b> <b>01.09.14</b>	<b>COMPLAINTS PROCEDURE</b>
<b>Updated:</b>	<b>Responsible Manager:</b> <b>Fionnuala O'Dwyer (Office Manager)</b> <b>Email: director@berlitz-dublin.ie</b>

## COMPLAINTS

Berlitz is committed to providing a quality service and achieving the highest standards. One of the ways in which we can continue to improve our service is by listening and responding to the view of our customers. If you are not happy with anything at the school then please let someone know. We cannot help you if you do not tell us what is wrong. We will try to sort out the problem as soon as possible.

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If you are still not happy wish to make a formal complaint, please speak with one of the managers located on the first floor.

DEPARTMENT	CONTACT PERSON	EMAIL
Academic	Frank Neary	dos@berlitz-dublin.ie
Accommodation & Welfare	Joseph Picard	welfare@berlitz-dublin.ie
Administration	Fionnuala O'Dwyer	director@berlitz-dublin.ie

This is what will happen:

1. The person responsible will meet with the student and discuss possible solutions; the problem and possible solutions will be documented and you will receive a copy of this.  
If you feel the issue is too sensitive to discuss with any of the managers, please talk to your teacher and they will talk to you.
2. If you are still not satisfied, then a complaints form can be completed and submitted to the relevant manager.
3. The manager responsible will respond in writing to the complaint with reasons within 5 days.
4. If you are still not happy, you can raise the matter with the Managing Director. The manager responsible will respond in writing to the complaint with reasons within 5 days.