



## **Student Complaint Policy**

inlingua strives to provide excellence in all our language training, test preparation and translation and interpreting services and therefore highly values feedback from our clients. We strongly encourage you to freely express your views and opinions to inlingua instructors and administrative staff and we welcome your comments and suggestions as well as any complaints you may have.

### **Providing feedback or suggestions to inlingua**

If you would like to provide feedback or suggestions of a general nature to inlingua, please feel free to speak with your center director or assistant director. In addition, feel free to commend staff, instructors and/or other students who have made your time at inlingua more enjoyable, productive or self-satisfying. You may also e-mail your comment to [feedback@inlingua-if.com](mailto:feedback@inlingua-if.com).

### **Making an informal complaint**

To make an informal complaint, please speak with your center director or assistant director. Most matters can be resolved quickly and efficiently in this way. If your informal complaint has not been resolved to your satisfaction within 5 days, you can submit a formal written complaint.

### **Submitting a formal written complaint**

For matters of a serious nature (such as those relating to the health, safety and welfare of inlingua clients, instructors and staff; inappropriate conduct on the part of another client, an instructor or a staff member; or any other matter of a serious nature that has not been resolved through the informal complaint process), a formal written complaint should be presented to the inlingua Head Office, located at 273 Alhambra Circle, Coral Gables, Florida 33134.

Formal written complaints may be submitted in person, by United States mail or by e-mail to [feedback@inlingua-if.com](mailto:feedback@inlingua-if.com). When submitting a formal written complaint, please be sure to include your name, the inlingua center that you attend, and the date/location of the incident that has caused you concern. Please describe with as much detail as possible all information that is relevant to the issue(s) involved. Include the title "Formal Complaint" at the top of the document (or in the subject line if the formal complaint is submitted by e-mail).

All formal written complaints will be reviewed and investigated by the inlingua Complaints Committee. Every effort will be made to address the complaint as quickly, professionally and fairly as possible, finding a solution that is agreeable to all involved. A written response will be issued within ten (10) business days from the date received and delivered to the specific parties involved.

Copies of formal written complaints and their solutions will be kept in inlingua's permanent records and reviewed regularly for possible policy/procedure changes that should be considered.