

FEEDBACK POLICY 2022

It is our aim to get feedback on all aspects of the students' experience during their time at LanguageUK. This includes not only their learning experience but also their accommodation, facilities available, the social programme, the airport transfer service and even the service they received from their agents.

It is also our aim to deal with issues arising out of feedback promptly and to the satisfaction of all concerned.

During the Induction students are advised on who to talk to if they have a problem i.e., their teacher about their classes; the Accommodation officer about their accommodation; marketing about the social programme; welfare and safeguarding officer if they have any personal problems of any kind and administration staff for any other general queries. During the induction tour on their first day in the school they are introduced to these staff. At the end of their first week students are invited to fill in a week 1 accommodation questionnaire.

All students have a short tutorial with their teacher every four weeks, or once during their stay if it is less than four weeks. The main purpose of this is to set personal learning targets with the student but also to ensure the student's expectations are being met. Tutorial information is stored on Demicks and can be reviewed by teachers, students, and academic managers. Any problems arising are dealt with by the teacher or escalated to the appropriate person immediately following the tutorials.

In their final week, students are asked to complete a questionnaire about their stay at LanguageUK. The students are invited to rate and comment on classes and teaching, administration, the social programme, their accommodation, and the school in general. They are also asked for any other information or suggestions on how we can improve that they would like to feedback to us.

Data from the Leavers' Questionnaires are collated regularly, and the actual questionnaires are filed by month and put in the Teachers' Room for teachers to peruse, followed by staff who are responsible for the Social Programme, Accommodation and Marketing.

An open-door policy is operated at LanguageUK.

Reviewed November 2021