

FEEDBACK POLICY

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, airport transfer service, and even the service they receive 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 whom to talk to if they have a problem i.e., their teacher about their classes; the Accommodation officer about their accommodation; activity coordinator 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 Demiks 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 activity 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 Questionnaires are collated regularly by the Activity Coordinator and shared with the staff who are responsible for the Admin, DSL, Accommodation, and Marketing team. Any issues to be underlined and solved are discussed during weekly Teams Meeting and the necessary actions are taken promptly. Yearly revision of the feedback forms and statistical analysis are done at the end of the year and reported to the Principal. This is also a part of our Quality Assurance Policy

An open-door policy is operated at LanguageUK.

Reviewed November 2021

Reviewed October 2023