

Complaints Procedure

We will always do our utmost to provide you with a course that fully satisfies your requirements. If, however, you are dissatisfied with any aspect of our services, please let a member of staff know as soon as possible so that we can resolve the issue together before it becomes a problem.

If you feel that the issue has not been satisfactorily resolved, and you would like to make a complaint, please follow the steps below.

Step 1 (Informal Complaint)

Please request a meeting with Hazel Nowell (Director) or email us at: info@lancasterlanguages.com giving full details of the matter of concern. We will respond or meet with you as soon as possible (at least within two working days) with the aim of reaching a mutually satisfactory outcome.

Step 2 (Formal Complaint)

If you are not happy with the response in Step 1, please put your complaint in writing to the Director (address below), stating that you wish to make a formal complaint and giving full details. We will respond within five working days.

Letter of complaint should be addressed to:

Hazel Nowell (Director)
Lancaster Languages
12 Macdonald Way
Lancaster
LA1 3TA
United Kingdom
info@lancasterlanguages.com

Please note:

- We will keep a record of all complaints.
- You are welcome to bring a colleague or other person to a meeting for support or translation purposes.