# Language Assistants Programme – COMPLAINTS Form

Please note that this form is for use by either:

1. **English Language Assistants** programme applicants or participants – the person applying to the British Council to become an English Language Assistant abroad or the person currently on an English Language Assistant placement abroad.
2. **Modern Language Assistants** programme applicants or participants – the person or organisation submitting an application form to the British Council to employ a Modern Language Assistant in a UK school or the UK school which is currently employing a Modern Language Assistant.

We define a complaint as dissatisfaction with the service you have received from the British Council Language Assistants team. Please note, if your complaint is about an organisation that cooperates with the Language Assistants programme you are advised to use this organisation’s complaints procedure before submitting a complaint to the Language Assistants team.

**Please note that a complaint must be made no later than 90 days after:**

* the event occurred, or if later
* the date the event came to the attention of the complainant

# 

# Programme Details

|  |  |
| --- | --- |
| **Language Assistants programme**  (please delete as appropriate) | English Language Assistants programme  Modern Language Assistants programme |
| **Application Unique Reference Number** (if known)  (ELA-2019… / MLA-P-2019…) |  |
| **Organisation/institution name**  (if applicable) |  |

# Contact Details

We will only use the details you enter here to contact you with information regarding your complaint.

|  |  |
| --- | --- |
| **Which of the following best describes your role on the Language Assistants Programme**(please delete as appropriate) | Programme Applicant  Programme Participant  Hosting institution |
| **Forename(s)** |  |
| **Family name** |  |
| **Email address** |  |
| **Telephone number** |  |

# COMPLAINT Details

|  |  |
| --- | --- |
| **Nature of the Complaint**  (please delete as appropriate) | - Service Complaint: This complaint is regarding the Language Assistants Programme ***services*** (i.e. unhappy with our level of service, or disagree with a decision the team has taken)  - Product Complaint: This complaint is regarding a ***product***the Language Assistants Programme has provided (i.e. dissatisfaction with a document we have provided)  - Other |
| **Date of complaint submission** |  |

|  |
| --- |
| **Please set out clearly the nature of your complaint and the outcome you are seeking.**  Please note that if your complaint exceeds 2 sides of A4 you will be asked to reduce the word count and resubmit the form. |
|  |
|  |

**Please email the completed form to the British Council Language Assistants team on** [LanguageAssistants.UK@britishcouncil.org](mailto:LanguageAssistants.UK@britishcouncil.org).