

## Complaints procedure

At Language Up Ltd, we care about our clients and are committed to providing a positive and professional experience with our services, whether mentoring or tutoring. If something isn't right, we need to know about it so we can make amends and make changes that improve the experience of all of our clients. This document details the procedure that clients should follow in the event of needing to raise a complaint with Language Up Ltd.

1. In the first instance, we would advise that all concerns are taken to the Language Up Ltd mentor or tutor that you are working with, so that they have the opportunity to improve things.
2. However we understand that going directly to the individual may not resolve the issue, or it may not feel it is appropriate to approach the individual. In this event, please contact our office by email at [office@languageup.uk](mailto:office@languageup.uk) with the email subject clearing stating the word 'complaint'. Complaints submitted in any other form (word of mouth, WhatsApp, social media pages) will not be considered as official complaints.
3. In your email, detail your complaint(s), stating which point(s) of our Memorandum of Understanding on the policies page of our website was/were not adhered to in the situation you are describing.
4. We will acknowledge your complaint by email within 2 working days. Please note that working days for Language Up Ltd are Monday - Friday.
5. We will then investigate the complaint fully, and send a full response and suggested resolution (where appropriate) within 5 working days of our acknowledgement. If for any reason we are not able to send a full response/resolution within the given time frame, we will contact you to let you know.

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