

Complaints & Appeals Procedure

La Lingua Language School committed to providing a safe, harmonious and productive learning environment to our students. To this end the provision and maintenance of an effective, timely, fair and equitable grievance handling system has been developed. In the event that a dispute arises, this Complaints & Appeals Procedure can be utilised by current students or potential students seeking to enrol at La Lingua Language School, and is offered to complainants at no charge. Student enrolment remains current throughout the process and students are encouraged to continue to attend classes.

Step 1. If you have any problems you should talk to your teacher and she or he will help you as much as possible.



Step 2. If your teacher is unable to help you, talk to a student counsellor and he/she will do her best to help. Ask at Reception, or you can call 9281 0157.



Step 3. If our student counsellor is unable to help you, discuss the problem with our Director of Studies. Just ask for the Director or fill in the grievance form.



Step 4. If the Director of Studies is also unable to help you, fill in a student complaint form and discuss the problem with Yuko, the Principal Executive Officer of LA LINGUA LANGUAGE SCHOOL.



Step 5. If no-one at the School can help you, contact NSW Fair Trading.



Step 6.

Student Visa Holders: You are entitled to call the following external body to place an external complaint or appeal.

Organisation	Overseas Student Ombudsman
Phone	1300 362 072
Website	www.oso.gov.au

Students on Visitor Visas, Working Holiday Visas, or Temporary Business Visas: You are entitled to call the following external body to place an external complaint or appeal.

Organisation	NSW Fair Trading
Address	227 Argyle St, Parramatta. NSW. 2150.
Phone	13 32 20 8:30 am to 5:00 pm
Website	www.fairtrading.nsw.gov.au
Email	info@servicensw.gov.au
Language Assistance	13 14 50 and ask for an interpreter in your language