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| VAT No: 719 125 147 Company Registration: 08331393Regent88 building, 210 church Road London E10 7JQwww:languagedrect.org | Tel: 020 3026 4695 |

Purpose: The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction. Our responsibility will be to deal reasonably and sensitively with the complaint; take action where appropriate.

We treat as a complaint any expression of dissatisfaction with our service which calls for a response.

Complaints may be made: • in person; or • by telephone; or • in writing within 5 working days of receiving a service.

Please include information as below:

Your name

Company name

Contact details

Reason of your complain

What do you think we should do to resolve your complain

Language Direct are committed to dealing with all complaints fairly and impartially, and to making its complaints procedure as accessible as possible but must safeguard that procedure against unreasonable complainants’ behaviour. We will not tolerate deceitful, abusive, offensive, threatening or other forms of unacceptable behaviour from complainants. When it occurs, we may take proportionate action to protect the wellbeing of our staff and the integrity of our processes.