

Limerick Language Centre – Complaints Procedure

1) Purpose

This procedure explains how any stakeholder (host families, partners, or service providers) can raise concerns and how the school will handle them fairly, promptly, and confidentially.

2) Where to Start

All complaints, regardless of their nature, should be submitted by email to info@llcentre.ie.

3) How to Submit a Complaint

All complaints should be submitted by email to:

info@llcentre.ie

When submitting a complaint, please include: your name, role/connection to LLC, relevant dates, what happened, any evidence (if applicable), and people involved.

4) Step-by-Step Procedure & Timelines

Step A: Acknowledgement

Your complaint is confirmed, and you are informed who will handle it.

Timeline: within 2 working days (same/next day for urgent welfare issues).

Step B: Initial Review

The relevant manager reviews the complaint and may delegate if appropriate.

Timeline: within 3 working days of acknowledgement.

Step C: Investigation

The responsible person investigates, may arrange a meeting, and gathers information.

Timeline:

- Simple issues: within 5 working days
 - Complex issues: within 10 working days
 - Third-party issues: timelines may vary, but LLC will contact the provider within 5 working days.
- Updates will be provided at least every 5 working days.

Step D: Decision & Outcome

You will receive a written outcome explaining the decision and any actions taken.

Timeline: within 3 working days of conclusion.

Step E: Escalation / Review

If not satisfied, you may request a review by another manager or the LLC Management Team.

Timeline:

- Request within 5 working days of outcome
- Review completed within 10 working days

5) Key Principles

- Confidential – your privacy is respected.
- Fair & impartial – all parties are listened to equally.
- Supportive – the Liaison Officer provides unbiased advice and guidance.
- Monitored – complaints are regularly reviewed by management to improve services.

Quick Timeline Summary

- Acknowledgement: ≤ 2 working days (urgent welfare same/next day)
- Initial Review: ≤ 3 working days after acknowledgement
- Investigation: 5–10 working days (third-party dependent)
- Updates: every 5 working days
- Outcome Letter: ≤ 3 working days after conclusion
- Escalation Review: request within 5 working days; decision within 10 working days