Claim Form

If you encounter any administrative, relational or other difficulties during your training at LiL'Langues, please let us know as soon as possible so that we can do everything possible to improve the situation.

- 1. Please inform the reception desk as soon as a problem arises.
- 2. Complaints will be made orally or in writing (forms available at the reception desk). They must be precise and identify the exact reason for the complaint.
- 3. The reception desk will forward the complaint to the person in charge.
- 4. The person in charge may receive you personally to discuss the problem. In any case, you will be informed within 24 hours.

We remind you that, in any case, our general conditions are applicable.

CLAIM FORM (TO BE DROPPED OFF AT THE RECEPTION DESK)	
<u>Name</u> : <u>Group level:</u>	
Program booked:	
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Object of the complaint:	
\Diamond	Group level
\Diamond	Relationship problem with the group or teacher
\Diamond	Pedagogical problem, course content
\Diamond	Problem with the administration, reception and services of LiL'Langues
\Diamond	Problem with an activity proposed by LiL'Langues
\Diamond	Problem with housing
\Diamond	Other:
Please detail your complaint:	

