EC VANCOUVER

Complaint Procedure

Do you have a problem?

Please talk to a member of staff (e.g your teacher or one of the Student Counselors)

If you still have a problem, then please see the relevant head of department:

Academic problem: talk to the Director of Studies

Customer Service/ Accommodation problem: talk to the Operations Manager

Are you happy with the outcome?

YES

NO

If you are still unhappy, please submit a complaint form

and this will be passed along to the Center Director

Are you happy with the outcome?

YES

NO

EC will escalate your complaint internally to the Customer Experience Team

Are you happy with the outcome?

YES

NO

You can contact our accreditation body Languages Canada

www.lanaguagescanada.ca

The issue is resolved and the question/query is closed