

## Complaints Procedure

All teachers have different teaching styles and some languages (particularly those which require the learning of a non-Roman alphabet) require different approaches. The teachers will conduct their classes according to the course descriptions on this website.

Should any participant feel that this is not the case and that the teacher is deviating from the course description, the procedure for complaint is as follows:

- 1) Discuss the matter with the teacher
- 2) If not satisfied with the response, send an email with details of the complaint to:  
[afa@st-andrews.ac.uk](mailto:afa@st-andrews.ac.uk)

On investigation of any complaint, it may be necessary to have a meeting with the complainant, the teacher and the course director to decide on any future action.