



Student Complaint Policy

It is very important to the Language Institute that all students have the best possible experience during their stay at the Language Institute. If a student has a problem or complaint about any aspect of the program, the student can let the appropriate GTLI person know so that the issue can be addressed.

Academic Issues

If you have a problem with one of your classes, it is best to speak with your teacher. Your teachers can give you extra help or will help you understand the class policies better. All teachers have announced weekly office hours when you can see your teacher outside of class.

If you have spoken to your teacher and you do not think the teacher addressed your concern, you can make an appointment to speak with the Director of the Language Institute. To make an appointment with the director, visit the Front Desk and they will help you make an appointment. The director will receive an email from the Front Desk with a request for an appointment. The director will write you an e-mail to set up an appointment time to meet with her.

During the meeting, you and the director will discuss ways to resolve whatever issue you have. In some cases, the director may speak with your teacher to help understand the context of the complaint better and to work towards a resolution.

Student Life Issues

If you have a complaint about a non-academic issue, you can speak with someone at the Front Desk in the O'Keefe Building. If the Front Desk person cannot resolve your issue you may make an appointment at the Front Desk to speak with the Associate Director in Room 102.

More Serious Concerns

If you have a serious concern regarding safety, harassment, or discrimination, you should complete a Student Complaint Form, which is available through iStart. Within 1-3 days, you will receive a written response to the complaint from the Director and you will meet the director or other Language Institute staff to address your concerns and find a resolution to the problem.