CLEAR, FAIR AND RESPECTFUL

COMPLAINTS & SERVICE RESOLUTION

How Langlear receives, reviews and responds to concerns

Policy owner

Langlear LLC

Version

1.2

Effective date

2 October 2026

Complaints contact

complaints@langlear.com WhatsApp: +212 716 183 960

Our commitment Raising a genuine concern will not disadvantage a Student, Parent/Guardian or Tutor.

We want to resolve concerns well

Langlear is operated by Langlear LLC, a limited liability company registered in New Mexico, United States. Langlear welcomes constructive feedback and takes complaints seriously. We aim to understand what happened, communicate clearly and reach a proportionate outcome.

Who may use this policy?

01

Students

Including a Student who is able to raise their own concern.

02

Parents/Guardians

For themselves or on behalf of a young learner.

03

Tutors

Including applicants and Tutors within the Langlear network.

04

Representatives

Where appropriately authorised to act for another person.

What this policy covers

- Teaching or lesson-quality concerns
- Communication or professional conduct
- Scheduling, attendance and cancellations
- Matching or operational support
- Payments, invoices, credits or refunds
- Accessibility or reasonable learning needs
- Privacy or information handling
- Application of Langlear policies

What is handled differently?

Safeguarding	Use safeguarding@langlear.com . Immediate danger must be reported to the relevant local emergency or child-protection service first.
Technical requests	Use portal Messages for ordinary lesson discussion and the lesson-change process for scheduling requests. Contact Langlear support for access or link problems; a formal complaint is not required for routine help.
Legal or regulatory action	This policy does not prevent anyone from contacting a competent authority or exercising a legal right.

Complaint or feedback? Feedback suggests an improvement and may not require a personal outcome. A complaint expresses dissatisfaction and asks Langlear to respond or put something right.

Tell us what has happened

Many concerns can be resolved quickly through ordinary support. Langlear does not continuously monitor every portal lesson conversation. A lesson message is not a formal complaint or a request for administrative action. Use the relevant portal support or reporting route, or contact Langlear directly. For a formal complaint, state this clearly and use the dedicated complaints address.

Formal complaints

Email: complaints@langlear.com WhatsApp: +212 716 183 960

Begin the message with “FORMAL COMPLAINT” . Avoid posting sensitive complaint details in lesson conversations where they are not needed.

Information to include

1

Your name and preferred contact details

2

The Student or Tutor involved, where relevant

3

What happened and when

4

Relevant messages, invoices or other evidence

5

Steps already taken to resolve it

6

The outcome you would like Langlear to consider

When to complain

Please raise the concern as soon as reasonably possible. Prompt reporting makes it easier to preserve messages, understand events and find a practical solution. Langlear may still consider an older complaint where there is a good reason for delay, continuing impact, safeguarding relevance or another important concern.

Accessibility and support

Tell Langlear if you need reasonable help to make or understand a complaint. A Parent/Guardian may support a child. Another person may assist where the complainant authorises them and Langlear can appropriately verify that authority.

Respectful communication

Strong disagreement is permitted; abuse is not. Langlear may set reasonable communication boundaries where messages become threatening, discriminatory, persistently repetitive or unrelated to resolving the complaint. This will not prevent consideration of the underlying issue.

No proof required to raise a concern Provide what you reasonably can. Langlear will assess available information fairly and will not treat an allegation as proven merely because it has been made.

What Langlear will do

01

Acknowledge

Langlear aims to acknowledge a formal complaint within 2 working days and confirm who is handling it.

02

Clarify

We may ask focused questions to understand the issues, desired outcome and any urgent practical needs.

03

Protect

Where needed, Langlear may pause lessons, preserve records, change communication arrangements or take another neutral temporary measure.

04

Review

We consider relevant messages, lesson and attendance information, payment records and accounts from those involved.

05

Respond

Langlear aims to provide a written outcome within 10 working days after receiving enough information to review the complaint.

06

Follow up

We implement agreed actions, record the outcome and consider whether wider service improvements are required.

If more time is needed

A complex complaint, unavailable evidence, multiple countries, safeguarding issue or external referral may take longer. Langlear will explain the reason, identify any information still needed and provide a revised update date.

Fair handling

Impartiality Consider relevant evidence and competing accounts.

Confidentiality Share information only where needed for fair resolution, safety or law.

Proportionality Match the response to seriousness, impact and available evidence.

No retaliation Do not disadvantage someone for raising a genuine concern.

Conflicts of interest

Where practicable, a person materially involved in the events should not make the final decision. As Langlear may operate with a small team, a fully independent internal reviewer may not always be available. Any conflict and the steps taken to manage it will be explained where appropriate.

Possible resolutions

The appropriate outcome depends on what is established, the seriousness and impact of the issue, relevant terms and any mandatory rights. Outcomes may include:

Explanation

Clarifying what happened, the applicable arrangement or why a decision was made.

Apology

Acknowledging poor communication, inconvenience, distress or another service failure.

Practical correction

Correcting records, communication arrangements, scheduling or another operational issue.

Lesson remedy

Make-up teaching time, rescheduling, a replacement Tutor or another appropriate teaching solution.

Financial remedy

An appropriate refund or credit where supported by the Student Terms, specific arrangement or applicable rights.

Protective or contractual action

Guidance, warning, training, monitoring, pausing opportunities or ending a service relationship.

Policy improvement

Updating guidance, forms, training or procedures to reduce recurrence.

No further action

Where the available evidence does not support a remedy or Langlear has already acted appropriately.

The written outcome

Langlear will normally summarise the issues considered, evidence reviewed, findings that can appropriately be shared, the outcome, actions and any review route. Privacy or safeguarding duties may limit what can be disclosed about another person.

Requesting a review

A complainant may request a review within 10 working days of the outcome where they identify a material factual error, relevant evidence not reasonably considered, a significant procedural problem or a clearly disproportionate outcome.

The review is not a complete restart merely because the complainant disagrees. Where practicable, someone not materially involved will review the identified grounds. If no independent internal reviewer is available, Langlear will explain this and reconsider the grounds as fairly as possible.

Final internal response After the review, or after the review deadline passes without a valid request, Langlear may treat its internal complaints process as complete. External rights remain unaffected.

Using the correct reporting route

Safeguarding or immediate risk

safeguarding@langlear.com Use “URGENT SAFEGUARDING CONCERN”. Contact local emergency services first if someone is in immediate danger.

Privacy or data concern

Identify the information involved, what you believe went wrong and any urgent risk. Langlear will handle privacy rights and incidents under its Privacy Notice and applicable requirements.

Payment fraud or changed details

Do not send payment. Contact Langlear through a known channel immediately and preserve the suspicious message or instruction.

Alleged criminal conduct

Langlear may preserve information and contact an appropriate authority. This policy does not prevent a person from reporting directly to police or another competent body.

Records and privacy

Langlear keeps a proportionate record of the complaint, evidence, communications, decisions and actions. Records are access-restricted and retained according to their purpose, seriousness, legal requirements and the Langlear Privacy Notice. Complaint information may be shared where necessary for a fair response, safeguarding, professional advice, insurance, legal claims or regulatory cooperation.

Learning from complaints

Langlear will consider recurring issues, response times, outcomes and whether changes are needed to Tutor guidance, Student communication, payment administration, safeguarding, matching or service design. Learning should be recorded without exposing unnecessary personal information.

Policy review

This policy will be reviewed at least annually and sooner after a serious complaint, material process change or relevant legal development.

Approved by Langlear Management

Effective date 2 October 2026

Next review 2 October 2027

Make a complaint complaints@langlear.com | WhatsApp: +212 716 183 960 Begin the message with “FORMAL COMPLAINT”.