

Apollo Language Centre – Student Complaints & Grievance Procedure

Our Commitment

Apollo Language Centre is committed to providing every student with an excellent learning and living experience. If an issue arises, we aim to address it quickly, fairly, and respectfully. We always try to resolve concerns through our internal processes first, and we encourage students to speak with us directly so that we can work together to find a satisfactory and timely solution.

Informal Complaint Process

Speak to the relevant staff member (Front Office Manager, Centre/Office Manager, Operations Assistant, Accommodation Manager, Bookings Manager, or Academic Director).
Issues are usually resolved quickly at this stage.

How to Provide Feedback or Raise a Complaint

Students are welcome to speak with Reception staff or one of the Centre Managers at any time, as well as during formal feedback sessions.

Adult Students: Week 1 feedback, weekly feedback, end-of-course feedback.

Junior Students: Welcome talk feedback, weekly Friday feedback, end-of-course feedback.

Mini-Stay Groups: Welcome talk feedback, Final-day feedback.

If you feel that Apollo Language Centre's internal complaints and grievance process has not resolved your concern in a fair or satisfactory way, you still have options.

Once all internal steps have been completed, your case can be looked at individually, taking into account the situation and everyone involved. Apollo always aims to be fair, transparent, and impartial, and in some situations we may bring in an external, independent organisation to help reach a fair outcome.

Below are the external bodies you can contact if your complaint remains unresolved:

English Education Ireland (EEI)

If you have completed all internal steps and still feel your complaint has not been resolved, you can contact English Education Ireland (EEI). EEI is an independent organisation that supports students by offering a neutral, structured process for reviewing complaints that cannot be resolved within the school. This is available for students before arrival and during the course with Apollo.

EEI Complaint Scheme: <https://englisheducationireland.ie/eei-complaints/>

EAQUALS

You may also submit a complaint to EAQUALS, an internationally recognised quality assurance organisation. This option is available once all internal steps at Apollo have been fully completed. EAQUALS can review concerns related to service quality, ethical issues, or your experience as a learner, and provides an impartial and professional complaints process.

[Eaquals – Click here to see Eaquals Complaints Procedure](#)