

# Giving Positive Feedback and Resolving Complaints

**WE WANT TO HEAR FROM YOU!**

PLEASE SHARE YOUR EXPERIENCE BY

Emailing Feedback to [info@langs.org](mailto:info@langs.org)  
Completing a "ticket to comment" card  
Speaking to one of our staff members



## POSITIVE FEEDBACK

Thank you!  
We appreciate you taking the time to share.



## COMPLAINT OR CONCERN

Thank you!  
We are committed to improving our service and  
supporting our community.

Speak directly to one of our staff members.

Speak with the program supervisor if you are more  
comfortable with that or if your issue is unresolved.

Provide the supervisor with a brief written account  
of your concern, if requested.

Expect a resolution and/or a written response  
within 10 working days.

If unresolved, an outside mediator may participate  
in the process to assist with resolving the issue.

