

## **For a programme to be a success it must be carefully chosen**

For more than 10 years L'Office has and continues to :

- **Bring together the organizations** who are committed to respecting a strict quality charter and offering high standard language programmes in France and abroad. L'Office undertakes regular inspections of the member organizations.

- **Assisting and informing professionals** as well as the public at large (parents, students and teachers etc) on the most suitable programmes available to them in France and abroad.

- **Protecting and guiding the consumers** on the choice of reliable organizations available to them. Only recommending those which respect the requirements of French Law and L'Office's "Quality Contract".

- **Supporting the consumer and acting as mediator in the event of a dispute.** L'Office contacts both the plaintiff and the member organization. The plaintiff may request that the case is heard by the mediatory commission should no mutual agreement be reached. The commission will then study the case and give its verdict which is final.