



Complaints Policy

It is our policy to :

- Listen to all complaints
- Take all complaints seriously
- Take fast, efficient and appropriate action to deal with any complaints
- Keep a record of actions taken when dealing with a complaint
- Deal with all complaints fairly taking into consideration the views of all concerned
- Advise everyone of the outcome of any investigation into a complaint made

If you have an academic query or complaint :

- First talk to your teacher
- If you are not happy with this speak to the Director of Studies
- If you are not happy with this speak to the Principal

If you have a registration query or complaint:

- First talk to the staff in the Registrar's office
- If you are not happy with this speak to the Principal
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If you have a host family query or complaint:

- First talk to the staff in the accommodation office
- If you are not happy with this speak to the Principal

If you are not happy with the above, you may refer your complaint to English UK

Englishuk.com

0208 7608 7960