



# Complaints Policy

**It is our policy to :**

- Listen to all complaints
- Take all complaints seriously
- We record complaints in a feedback book
- 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
- To advise every one of the outcome of any investigation into a complaint made

**If you have an academic query of 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

**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 796