



# 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 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

We aim to satisfactorily resolve minor complaints within two working days.

For major complaints we aim to satisfactorily resolve within 28 days.

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

Englishuk.com

0208 7608 7960