

Complaints Policy

The policy

We want our students and all who come into contact with The English Studio to enjoy their classes and all services provided by the school. If you have any complaint about anything that the school has provided, please talk to a member of staff as soon as possible so that we can try to resolve the problem quickly. Please note that it is not possible to resolve problems after you have left, so please let us know immediately if there is anything that does not meet your satisfaction. We try hard to ensure that we offer tuition and services of the highest standard and we are happy to receive your suggestions to help us improve.

IT IS THE POLICY OF THE SCHOOL TO:

1. Listen carefully to all complaints made via appropriate channels
2. Take all complaints seriously
3. Take fast, efficient and appropriate action to deal with any complaints to the satisfaction of our students
4. Keep a record of actions taken when dealing with complaints and introduce preventative measures to ensure such issues do not reoccur
5. Deal with all complaints fairly taking into consideration the views of all concerned
6. To advise every one of the outcomes of any investigation into a complaint made

IF YOU HAVE A QUERY, QUESTION OR COMPLAINT, PLEASE FIRST TALK TO THE BELOW:

PROBLEM	WHO TO TALK TO
<ul style="list-style-type: none">• Issues or concerns with your class• Difficulty with your level• Feedback on classroom activities and/or materials• Pace of class (too fast or too slow)	Your teacher
<ul style="list-style-type: none">• School facilities including toilets, and common areas• Course books• WI-FI connection	Reception/ Student Services
<ul style="list-style-type: none">• Formal letters• The social programme• Holidays• Accommodation• Local transport• Clubs• One-to-one tuition	Reception/ Student Services

We will respond immediately to any complaints from students that are currently studying with us. In cases where the student is not on-site or the complaint has come from a parent, we will send a written reply within 48 hours.

STAGE 2

If any complaint has been raised and not resolved or dealt with to your satisfaction, you may be asked to put it in writing and give the complaint to the General Manager or Chief Executive Officer.

In the case of expulsion, students/parents have the right of appeal, but an appeal can only be heard after the student has been removed from the school.

STAGE 3

We are committed to providing high quality tuition and pastoral care. Our school in the UK is regularly inspected. English UK will act as a third-party adjudicator for any unresolved dispute.

If you find that your complaint is not resolved to your satisfaction, you may contact:

ENGLISH UK

47 Brunswick Ct, Tanner St, London SE1 3LH

Tel: +44 (0) 207 608 7960 Email: info@englishuk.com