

Complaints Policy

The English Studio London

February 2019

THE
ENGLISH
STUDIO

Please check our website to ensure you have the most recently updated version of this document at www.englishstudio.com/policies

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 maintain this quality.

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 outcome 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 the student lounge, toilets and study room• Course books• WiFi connection	Reception / Student Services
<ul style="list-style-type: none">• Formal letters• The social programme• Holidays• Accommodation• Local transport• Free clubs• One-to-one tuition	Reception / Student Services one

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 Managing Director.

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

ENGLISH UK Clerkenwell, London EC1V 4LY

Tel: +44 (0) 207 608 7960

Email: info@englishuk.com

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