

# Excel English

## Problems & Complaints Procedure

### Worries and Problems...

- Do:** tell someone about your problem
- Don't:** Keep quiet about it  
Let it become a BIG problem

### Serious Problems or Complaints...

- Do:** act immediately  
talk to the Accommodation Officer about accommodation problems  
talk to the Director of Studies about problems with your classes and studies  
talk to Client Services Staff at Reception about all other problems or complaints. They will make sure you talk to the right person to help you.
- Don't:** postpone talking about it  
be worried about talking to a member of staff - what you say is confidential

If you are not sure who to speak to, ask your teacher or any member of staff and they will help you find the correct person.

### What will happen?

#### We will...

- Listen to your complaint carefully
- Investigate your complaint if appropriate
- Carry out agreed action as quickly as possible
- Respect confidentiality unless we suspect UK law has been broken or if the matter concerns someone under 18 years of age
- Act in accordance with our Child Protection Policy if the matter concerns someone under 18 years of age
- Keep written records of all conversations and actions taken
- Check you are happy with the result

### Unresolved Complaints

#### If you are not happy with the result of your complaint or the way we have dealt with it:

- Talk to the Director of Studies or talk to the Principal
- If you are still not happy, you or your parents can write to our professional association, English UK:

**English UK, 219 St John Street, London EC1V 4LY**

**Tel:** +44 20 7608 7970

**Fax:** +44 20 7608 7971

**Email:** reception@englishuk.com