

If a student wishes to make a complaint during the course, they should follow the complaints procedure outlined below:

1. **Speak to any member of staff at the centre**, who will direct the student to the most appropriate person to speak to about the problem. All efforts will be made to resolve the complaint quickly and effectively
2. If the problem has not been resolved, the student should **speak to the Centre Manager**, who will try to resolve the complaint immediately. The Centre Manager may contact Head Office for assistance if appropriate. All complaints made at this stage must be logged using the Complaint Form
3. If the problem has still not been resolved, **Head Office** should be contacted in writing and the complaint will be referred to the Director. All complaints will be recorded, investigated and logged. The outcome will be communicated to all relevant parties
4. If the outcome is still not satisfactory, the student or their representative should write to the Chief Executive of our members' association, **English UK** at:

*47 Brunswick Court, Tanner Street, London, SE1 3LH.*

***Complaints regarding the Course will not be considered after the Student has finished their Course.***

