

COMPLAINTS

Procedure and contacts:

We hope LanguageUK students are satisfied with the courses, accommodation and all aspects of their time with LanguageUK.

If a student is unsure, please speak to LanguageUK during your stay here so we can help resolve any issues. Our aim is to solve any problems as quickly as possible, so the student can get the most out of their studies and their time here.

- If the student has a problem with their class, please speak to the teacher or director of studies.
- If the student has a problem with their accommodation, welfare or anything else, please speak to our accommodation officer and welfare officer.

LanguageUK will always listen to the problem and try to find the best solution.

Speaking to LanguageUK (Broadstairs head office)

Email: info@languageuk.co.uk

Tel: 01843 610310

Director: Joanna Sessions

Manager: Sue Marsh

Director of Studies: Keith Aleandri

Student services: Verity Sessions

Accommodation officer: Martina Podsednikova Smyrk

If the student wants to make a formal complaint, then the student will need to do this in writing to the school director Joanna Sessions.

Each complaint must be made as an individual and not part of a group and each complaint will be dealt with separately.

If the student is still not satisfied with the resolve to the problem by our members of staff, the student may also contact:

The Chief Executive

English UK

219 St John Street

London EC1V 4LY

Tel: +44 (0) 207 608 7960

Fax: +44 (0) 207 608 7961

Email: enquiries@englishuk.com

Web: www.englishuk.com

If the complaint has still not been resolved by the above the student can contact:

The Accreditation Unit

British Council

Bridgewater House

58 Whitworth Street

Manchester M1 6BB

Reviewed October 2018

Next review October 2019