

Complaints for Junior courses:

Procedure and contacts

We hope that you are satisfied with your course and all aspects of your time with us at LanguageUK. If you do have a problem, please come to speak to us during your stay so that we can help you while you are still at the school. It is our aim to solve your problem as quickly as possible so that you can get the most out of your studies and stay with us.

If you wish to make a complaint, please follow the procedure below

- Step 1. Speak to an appropriate member of staff, such as a teacher, activity leader or group leader. . We will speak to you within 24 hours.
- Step 2. If this does not resolve their complaint you (or your representative) should speak to the appropriate manager at LanguageUK. You must submit any complaint before leaving to allow the school the chance to resolve the problem. Nigel Gibson is head of Juniors LanguageUK Faversham.
- Step 3. If you are not happy with our response, you (or your representative) can email to Joanna Sessions at info@languageuk.co.uk or write to LanguageUK at East Kent college, Ramsgate road Broadstairs, Kent CT10 1NP
- If you have a problem with your accommodation and welfare, please speak to our Student service Manager Verity Sessions +44 (0)7956992354 or Melanie Noden +44 (0)7541362663 Welfare officer for Faversham.
- Step 4. If you are still not happy, you can contact English UK: English UK, 219 St John Street, London EC1V 4LY. Tel: +44 207 608 7960. Fax: +44 207 608 7961. Email: info@englishuk.com

We will listen to your problem and try and try to find a solution.

Please note all complaints are confidential.

Reviewed September 2017

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