

## Complaints and Appeals Policy and Procedures

We have an open door policy and wish all students to let us know if they find any of our services to be unsatisfactory.

- Students can talk to their teacher or our office staff about any issues they have. Teachers or office staff will then report it to the Head of Academic Delivery or the Head of Operations and Systems
- All complaints are registered on digital complaints form that can be found on our website.
- Complaints regarding teachers or courses will be dealt with by the Head of Academic Delivery. Any other complaints will be dealt with by the Head of Operations. Students who wish to complain about their accommodation will be asked to speak with the Head of Business Development, who is responsible for all aspects of accommodation bookings.
- All complaints will be dealt with in the strictest confidence, unless it interferes with the effective investigation, in which case the student will be informed. All complaints will be investigated, and the student will be given a plan of action within two days either verbally or through an email from the staff member dealing with the complaint.
- The Complaints Forms are stored in the Complaints folder, where we will keep any records of meetings, decisions and actions taken, and will be kept up to date by the Head of Academic Delivery or the Head of Operations.
- Students may speak to the Head of Academic Delivery or the Head of Operations at any time he/she is available. A timeline of action will be agreed upon by both parties.
- The student that wishes to complain is welcome to bring a friend with them if this makes them feel more comfortable or it will aid communication.

### Formal Complaints Procedure

If a student is not happy with the response from the Head of Academic Delivery/Operations, they can begin our formal complaints procedure:

1. Fill out a new *Complaints Form*. These forms are available on the website.
2. This will be forwarded to the Chief Executive by the Head of Operations. The Chief Executive will investigate the complaint and the student will receive written confirmation of the complaint and action taken.
3. If the student is not satisfied with the decision of the Chief Executive, they can submit their Complaints Form to the Director of UKCBC Ltd. The Director will investigate the complaint and the decisions made by UKCE staff. The student will receive written confirmation of the complaint and any action taken.

Having exhausted all internal options, in the unlikely event that the complainant believes their complaint has not been dealt with in accordance with the above procedure, they can request the assistance of English UK:

1. Future Facing
2. Achievement through quality
3. Supporting a global community
4. Commitment to the individual

- 1) The complainant should submit their complaint in writing or via email to English UK.

**English UK**

219 St John Street London  
EC1V 4LY

**Email:** [complaints@englishuk.com](mailto:complaints@englishuk.com)

**Website:**

<http://www.englishuk.com/en/students/english-in-the-uk/student-complaints-procedure>

- 2) The complainant should ensure their letter includes details of how they have already tried to resolve their complaint with UKCE and any supporting documents, such as invoices, letters and the written outcome of their complaint.

English UK can accept complaints from clients (i.e. students and group leaders) but not from service providers.

*Review date: 3<sup>rd</sup> July 2023*

*Reviewed annually or more often as required*

UK COLLEGE  
OF ENGLISH

You're not happy

There is a problem with your  
teacher or your course

The problem is financial or  
with facilities

Contact the Head of Academic  
Delivery, Stephanie Day (1st  
Floor)

[stephanie@ukenglish.org.uk](mailto:stephanie@ukenglish.org.uk)

Contact the UKCE office  
Go to the first floor

Contact the Head of  
Operations

Laura Villa

[lvilla@ukenglish.org.uk](mailto:lvilla@ukenglish.org.uk)

If you are still not happy you can contact Neil Harvey, the CEO of UKCE, on  
[nharvey@ukenglish.org.uk](mailto:nharvey@ukenglish.org.uk)

If you are still unhappy after talking to Neil, please contact English UK on  
[complaints@englishuk.com](mailto:complaints@englishuk.com)

For more information on how to complain to English UK, please see:  
<https://www.englishuk.com/complaints>