

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, email admissions@ukenglish.org.uk, or talk to our reception staff about any issues they have. Teachers or reception staff will then report it to the Head of Studies or the Operations Manager.
- All complaints are registered on a written *Complaints Form* that students must sign.
- Complaints regarding teachers or courses will be dealt with by the Head of Studies. Any other complaints will be dealt with by the Operations Manager. Students who wish to complain about their accommodation will be asked to speak with our Sales Support Officer, who is responsible for all aspects of accommodation booking. The Sales Support Officer and the Operations Manager will deal with these complaints together.
- There's also a complaints form on the website for both online and face-to-face students.
- 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 written *Complaints Form* will be put in a case folder, where we will keep any records of meetings, decisions and actions taken, and will be kept up to date by the Head of Studies or the Operations Manager.
- Students may speak to the Head of Studies or the Operations Manager 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 Studies/Operations Manager, they can begin our formal complaints procedure:

1. Fill out a new written *Complaints Form*. These forms are available at reception.
2. Submit the form to the Chief Executive. 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) 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

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: 28th January 2021

Reviewed annually or more often as required

