

Complaints and concerns?

Problem with your course....?

- If you have a problem or are worried about anything, we are always here to help you solve your problem or answer your query.
- You can talk to your teacher, the Director of Studies (Lisa Barry), the Principal (Jon Hooton) or the Welfare Officer at Reception (Jill Hooton)
- If you have a query or complaint about your level, the content of the course or your academic development, then please come to reception. You can book a Tutorial with the senior teacher, Director of Studies or the Principal to discuss your concerns.
- If you wish to make a payment, query a payment, change your course, shorten or extend your course then please come to reception and we will be happy to help.
- If you have a complaint about the school environment i.e too cold, too hot then please talk to your teacher or reception. They will be happy to help you, if they are able.
- If you are feeling unhappy and just want to talk to somebody, please talk to the Welfare Officer, Jill Hooton at Reception.
- If you still feel unhappy and you are not satisfied with how your complaint has been handled, then you can contact English UK for further advice.
- Please write in English to English UK via the email info@englishuk.com or write to: English UK, 219 St John St, London, EC1V 4LY. English UK will attempt to mediate. If this fails then the complaint will be taken to the Independent Ombudsman, who will issue a formal decision which the school has to follow.

For more information on the English UK complaints procedure:

https://www.englishuk.com/uploads/assets/complaints/Student-complaints-information-for-students_2017.pdf

Problem with Homestay or accommodation...?

The first person to speak to is the Welfare Officer, Jill Hooton.

- On the first day in the school we will always check if you are happy with your homestay / accommodation.
- If the complaint needs urgent action i.e. domestic emergency or you feel in danger, then we will react to this immediately and try and find you alternative accommodation.
- If the complaint is of a non-urgent nature i.e. your room is too cold, you want to change from bed and breakfast to half-board or you are not happy with the distance to the school, then we will contact the homestay host ask them if they can do anything to help.
- If your complaint is non-urgent then you must give 7 days' notice. An alternative accommodation will be found, if possible.
- If necessary we can explain to the host any cultural differences which may be causing a problem or talk to them about your homesickness or any other issues which may be making you unhappy.

Feeling stressed, have a problem and need someone to talk to.....?



Jill Hooton is our Welfare Officer. You can find her at Reception. She is here to help if you have any personal or emotional problems. For example, if you feel homesick or lonely. She can also help with more practical advice on health issues, personal safety or general information.