

It's good to talk 😊

If you are unhappy about something, or if you have a suggestion, we would really like to know about it. It is such a shame to wait until the end of the course to let us know. Please tell us straight away and we will do everything we can to solve the problem or make things better.

Suggestions

- There is a 'suggestion box' in the entrance hall. If you have a suggestion, please write it down and put it in the box!

Problems

- Your first class teacher will interview you regularly. If you have a problem with your class, please talk to your teacher or to the Director of Studies.
- If you have a problem with your accommodation, please speak to the accommodation officer or to the Vice-Principal.
- If you cannot solve your problem, if you have any other sort of problem or if you would like to make a formal complaint, please speak to the Principal or to the Director.

Complaints Procedure

- If you have a complaint, please talk to the Principal or the Director at any time.
- If you cannot find a solution, you can write to English UK, the national association of accredited English language centres. For details of the English UK complaints procedure, please visit www.englishuk.com