



Established in 1969

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Complaints Procedure

It is really important for us that you let us know how you are feeling. If you have a problem, it is such a shame if you 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.

- Your first class teacher will interview you regularly. If you have a problem, you can always tell him/her.
- If you have a complaint, please talk to the Principal or the Director of Studies 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
- There is a 'suggestion box' in the entrance hall. If you have a suggestion, please write it down and put it in the box!

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