



# Complaints and Suggestions Policy

We hope to avoid complaints by having regular student interviews and by acting quickly to solve any problems that you may have with your accommodation, our staff or the school in general. If you are unhappy about something, we would really like to know about it and will do all that we can to resolve the issue quickly.

## **Who should I speak to?**

If you have a problem with your class, please talk to your main teacher or to the Director of Studies.

If you have a problem with your accommodation, please speak to the accommodation officers based at Abon House.

If you prefer, you can always speak to your class rep who will pass your feedback onto the Principal or Vice Principal (anonymously or otherwise).

If you cannot solve your problem or if you have any other sort of problem, or if you would like to make a formal complaint, please speak to the Principal or 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 <https://www.englishuk.com/en/students/complaints-procedure>

**Please do not leave it until the end of your course to tell us about any problems, we want to know as soon as possible so that we can try to help.**

## **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. We regularly check this and your suggestions are always greatly appreciated!

You will also have the opportunity to tell us what you think on the feedback forms which we ask you to complete at the end of your first week, mid-way through your course (depending on the length of your course) and at the end of your course.

Posters are displayed throughout the school outlining our complaints procedure.