

JUNIOR COMPLAINTS

Procedure and contacts:

We hope that all our students are satisfied with their courses and all aspects of their time at LanguageUK. If a student has a problem, please come to speak to us during your stay so that we can help the student while they are still at the school. It is our aim to solve problems as quickly as possible so that the student can get the most out of their studies and stay with us.

If the student wishes to make a complaint, please follow the procedure below:

Step 1. Speak to an appropriate member of staff, such as a teacher, activity leader or group leader.

Step 2. If this does not resolve the complaint the student (or your representative) should speak to the appropriate manager at LanguageUK. The student must submit any complaint before leaving to allow the school the chance to resolve the problem

Step 3. If the student is not happy with the response from LanguageUK the student (or your representative) can email Verity Sessions at info@languageuk.co.uk or write to LanguageUK at 9 St Georges Place Canterbury CT1 1UT.

Speaking to LanguageUK (Canterbury head office)

Email: info@languageuk.co.uk

Tel: 01843 610310

Principal: Kerem Sahin

Vice Principal: Professor Ece Inan

Head of English: Noel Ensoll **Academic Coordinator:** Clare Roberts

Student Administration and Welfare: Verity Sessions and Professor Ece Inan

Accommodation officer: Jasmine Pritchard (Canterbury) and Liane Jago (Faversham) Martina Podsednikova Smyrk (Broadstairs)

If a student wants to make a formal complaint against a decision that has been made then the student will need to do this in writing to the Vice Principle Professor Ece Inan.

Each complaint must be made as an individual and not part of a group and each complaint will be dealt with separately.

Step 4. If you are still not happy, the student can contact English UK: English UK, 219 St John Street, London EC1V 4LY. Tel: +44 207 608 7960. Fax: +44 207 608 7961. Email: info@englishuk.com

We will listen to your problem and try and try to find a solution.

Please note all complaints are confidential.

Reviewed September 2017

Next review September 2018

Reviewed November 2019

Next review November 2020

