

Complaints

Procedure and contacts

As a LanguageUK student, we hope you are satisfied with your course and all aspects of your time with us.

If you do have a problem, please speak to us during your stay so we can help remedy any issues while you at the school. We aim to solve any problems as quickly as possible so you can get the most out of your studies and your time with us.

- If you have a problem with your class, please speak to your teacher or Director of Studies.
- If you have a problem with your accommodation, welfare or anything else, please speak to our student service manager Verity Sessions or school director Joanna Sessions.

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

Speaking to LanguageUK (Broadstairs head office)

Email: info@languageuk.co.uk

Tel: 01843 604853

Noel Ensoll

Director of Studies

Noel's office is on the first floor.

Verity Sessions

Student Services

Verity's office is on the ground floor.

If you want to make a formal complaint, then you will need to do this in writing to the school director Joanna Sessions.

If you are still not satisfied with the resolve to your problem by our members of staff, you may also contact:

The Chief Executive

English UK

219 St John Street

London EC1V 4LY

Tel: +44 (0) 207 608 7960

Fax: +44 (0) 207 608 7961

Email: enquiries@englishuk.com

Web: www.englishuk.com

If the complaint has still not been resolved contact:

The Accreditation Unit
British Council
Bridgewater House
58 Whitworth Street
Manchester M1 6BB

Policy issued Oct 2016
Policy reviewed Oct 2017