



## Student Complaints Procedure

The Essential English Centre strives to ensure that every student is completely happy with their course and overall study experience.

If for any reason you are not completely satisfied with your course, or feel that it did not meet your expectations then we encourage you to let us know. Please remember that we are all here to help at all times.

We will ensure that any complaint you make is dealt with impartially and promptly and the procedure below sets out how we will deal with complaints.

**A complaint is defined as any instance, be it written or verbal, in which a student implies that they are not happy with any area of the course.**

**Complaints about the School's courses or services should be made immediately and complaints made after the course has finished will not be accepted.**

### How to complain

The first thing is to tell us about your complaint. You can tell us via email or face to face. You should speak to the School Manager, Rebecca Hatton, [rebecca@essentialenglishcentre.co.uk](mailto:rebecca@essentialenglishcentre.co.uk), or any member of our student services team, [contact@essentialenglishcentre.co.uk](mailto:contact@essentialenglishcentre.co.uk).

### Our procedure

- A member of staff receives a complaint from a student about any area of the course. This is then passed to the school manager.
- The school manager will then discuss the complaint with the student.
- If the complaint is able to be resolved and the student is happy at the end of the discussion, the school manager will confirm this in writing to the student and no further action will be taken.
- If the student would like further action to be taken, the matter will then be put in writing to Jo Wilde, the school Director, [jo@essentialenglishcentre.com](mailto:jo@essentialenglishcentre.com). Both Directors will then consider whether the school has met its obligations to the student based on the terms and conditions and policies in place and as set out at the start of the course. The student will then receive a written conclusion to the outcome of the complaint.
- If you feel that the school has not dealt with your problem effectively then you can report it to your agent or English UK; an external and independent body overseeing EFL provision throughout the United Kingdom Tel: +44 20 7608 7960