

Complaints Procedure

If you have a complaint, this is what you should do:

For all complaints, excluding accommodation

You should speak to the Director of Studies. If the Director of Studies is not here, you should speak to the Director. Please approach them personally and ask for a time to talk.

If you are not satisfied with the result of your time with the Director of Studies, you should then approach the Director or make an appointment at Reception to see the Director.

If you are still not satisfied, then you are advised to make a formal complaint, in writing, to English UK (the address is below).

For complaints about accommodation

You should speak to one of the Accommodation Team – Shirley or Jill. Please approach them personally and ask for a time to talk.

If you are not satisfied with the result, you should then approach the Director or make an appointment at Reception to see the Director.

If you are still not satisfied, then you are advised to make a formal complaint, in writing, to:

English UK, 219 St. John Street, London, EC1V 4LY

Tel: +44 20 7608 7960

English UK will attempt to mediate. However, if this fails and you are still dissatisfied, the complaint can be put to the independent Ombudsman, who will issue an adjudication which Celc must accept.