

# COMPLAINTS POLICY AND PROCEDURE



# ACCREDITATIONS



# STATEMENT

EXPRESS ENGLISH COLLEGE AIMS TO LISTEN TO ALL COMPLAINTS, BOTH FORMAL AND INFORMAL, AND TRIES TO ADDRESS THE CONCERN IN THE MOST SUITABLE AND TIMELY FASHION.

## WE WILL MAKE SURE THAT:



- We inform all students about the complaints procedure on the induction day.



- We give the students chance to raise concerns through 1-1 meetings, 'Early Days Questionnaires', tutorials and 'End of Course Questionnaires'.

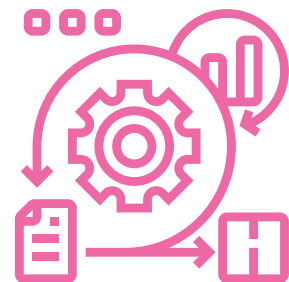


- We follow appropriate procedure involving relevant managers if a complaint is made.

## STUDENT COMPLAINTS PROCEDURE

We offer a procedure about complaints relating to academic issues and complaints relevant to non-academic issues.

If you want to make a complaint, please follow appropriate procedure.



# COMPLAINTS RELATING TO ACADEMIC ISSUES



If you are unhappy about any aspect of your course, class, level, teaching materials, or books, talk to your teachers about it. If you feel that you cannot talk to your teachers because the complaint is about them, you can speak to the Academic Manager/Assistant Academic Manager.



They will talk to the teacher about the problem and try to resolve it. The Academic Manager/ Assistant Academic Manager will provide appropriate support to the teacher where necessary.



If you are still not happy with the result then you can complain to the Principal using the complaint form.



The Principal will try to resolve any complaint within 7 working days.



# COMPLAINTS RELATING TO NON-ACADEMIC ISSUES



If you are unhappy about any other aspect of your stay, such as accommodation, the administrative staff, leisure programmes, or premises, then you can talk to the Welfare Officer.



The Welfare Officer will listen carefully to your complaint and try to resolve your concern as quickly as possible.



The Welfare Officer will work with the concerned party, staff, students or host families in order to make things better for you.



If you are still not happy with the result, then you can complain to the Principal in writing using the complaint form.



If your issue is still not resolved, you can contact:

[complaints@englishuk.com](mailto:complaints@englishuk.com)

**TRACY**  
Welfare Officer

Review: Reviewed December 2023 (EC). This document to be reviewed by the Management Team not less than every six months. Next review due June 2024. It will also be subject to any changes based on UK law.





 [+44 \(0\) 161 232 0302](tel:+44(0)1612320302)

 [info@expressenglishcollege.co.uk](mailto:info@expressenglishcollege.co.uk)

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