

## Complaints Policy

If you are unhappy with any part of your programme, for example: teaching, work placement or host family, please do the following:

**STAGE 1** - If you have a complaint about academic problems talk to the Director of Studies or Assistant Director of Studies. For other problems, talk to the Administration Team.

**STAGE 2** - If the problem continues you should make a complaint in writing. We will try to resolve the complaint.

**STAGE 3** - If the complaint between you and the school cannot be resolved, then you can take the complaint to: English UK, 219 St John Street, London, EC1V 4LY