







If you are not happy for any reason, then please feel free to speak with the relevant Manager, please see below:

If your complaint is to do with:	Your teacher, timetable or class	The school premises or student services	Accommodation (Homestay & Residence)	Chief Operating Officer (Student Services)
Please see:		 	 	
Name:	Academic team Ceri	Operations team Glesni and Marie	Accommodation team Nicole and Nicola	Christina

Step 1	Step 2	Step 3
<p>Please speak to the relevant Manger regarding your complaint.</p> <p>They will either fix the problem when you are there, or arrange a time to speak to you again after the matter has been investigated.</p>	<p>If you still feel unhappy then you can ask to meet Shoko, the Chief Executive Officer.</p> 	<p>If you still feel that the situation has not been satisfactorily resolved then you can contact English UK. Please find the attached procedure.</p> 