

Customer Service and Complaints

Overview

The Centre aims to provide high levels of customer service to students and other clients. We collect and analyse feedback from students in a range of ways, including start-of-course feedback forms, mid-course tutorials, mid-course questionnaires and end-of-course questionnaires. We also hold student representation meetings, which allow us to hear from students in person, and explore in greater depth, students' feelings about the services we provide. We accept that some students will not be satisfied with certain aspects of their stay at the centre, and we aim to respond swiftly to complaints.

We aim to achieve high levels of customer service by providing helpful information, by identifying who we are, by using language our customers can understand, and by responding quickly to questions or complaints.

Helpful information on our website, brochure and student guides

- We provide clear, accurate and detailed information on our website
- Our brochure provides in printed form the same essential information as our website
- The Student Guide and Under-18 Handbook provide detailed information about the school, as well as a guide to the local area and UK culture in English which is easy to understand
- We try to predict what questions customers might have and answer them in advance
- We provide clear points of contact, making it clear who to speak to for different questions

How we communicate

- We identify ourselves by name and department and deal with all enquiries with a high degree of professionalism
- We communicate to our customers in plain English and never assume they have background knowledge in relation to any question
- If English is not their first language, we grade our language so that they can understand it or we find someone to translate

Response times

- We aim to acknowledge all enquiries (whether by phone or e-mail) in no more than one working day. If we need more time to answer the enquiry properly, we tell the enquirer when they can expect a response.

Complaints

We follow these principles:

- We believe it is best to try to solve problems informally between students and teachers, or between students and the academic managers or the accommodation and welfare team.
- We try to resolve any complaint in no more than three working days
- If we cannot find an informal solution, the problem becomes a formal complaint and goes to the Centre Manager or other senior manager. We ask the student to write down the key points of all formal complaints if their English level is B1 or higher
- The Centre Manager will try to resolve the complaint in no more than three working days
- We will manage any complaint fairly and professionally.

Complaints Procedure (for students)

If you have a complaint, you should:

1 First, please speak to a manager

For complaints about accommodation or welfare, you should speak to the Accommodation and Welfare Manager in Room 3

For any other complaint, you should speak to the Director of Studies in the staff room (teachers' room)

We will respond as soon as possible, and in no more than three working days.

2 If you are still not happy, you should see the Centre Manager

Please make an appointment at Reception to do this.

Please write down what the problem is and bring it to the meeting.

The Centre Manager will talk to you about it, and try to respond in no more than three working days

3 If you are still not happy, you can write to English UK*

The school will help you with your English if you wish.

Contact details are:

English UK
47 Brunswick Court
Tanner Street
London, SE1 3LH
Email: info@englishuk.com
Telephone: +44 20 7608 7960

English UK will try to resolve the problem, but if this fails and you are still unhappy, the complaint can go to the independent Ombudsman, who will make a decision which the school has to accept.

Reviewed Feb 2022 DC