

Complaints and Appeals Policy

The Leeds School of English takes all complaints seriously and investigates them thoroughly.

Complaints procedure

Wherever possible, students should try to resolve any teaching-related problems directly with their teachers. If this has not been successful, students should raise the issue with the Academic Manager. Alternatively, students can turn to the Welfare Officer (Student Services Officer), especially regarding non-academic issues.

If none of these informal approaches are successful in resolving the matter, then students can request a complaints form from the Administrator.

A complaint should be submitted as soon as possible to allow swift resolution and minimal disruption. Complaints should be recorded on the School's management system, a follow-up date agreed upon, at which time the issues should be resolved.

A complainant can ask someone to handle their complaint on their behalf. This can be a relative, friend or nominee. All correspondence will be kept confidential.

The complaint will normally be investigated by the Welfare Officer (Student Services Officer).

After the receipt of a written complaint, the School will inform the complainant of an estimated timescale indicating when a full response will be sent.

Appeals procedure

If you are not satisfied with the response from our school, you can contact English UK for further advice.

For private schools and language centres, English UK will attempt to mediate between us. If this fails, the complaint can be put to the independent Ombudsman, who will issue an adjudication which is binding on the school.

Visit <http://www.englishuk.com/en/students/complaints-procedure> for further information on the complaints procedure of English UK.



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