

## COMPLAINTS PROCEDURE (STUDENT VERSION)

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We want you to enjoy your time at Select English so it is important that you talk to us if you are unhappy about anything.

The first person you should talk to is your **teacher** or the **Director of Studies (Nadine)**. Explain what the problem is and she will try to help. Nadine's office is on the first floor of building 15. [nadine.kaminska@selectenglish.co.uk](mailto:nadine.kaminska@selectenglish.co.uk) 01223 3153359

If your teacher or Kate can't help you, there are other people you can talk to:

- ❖ Executive Manager, **Sam** Gross [sam.gross@selectenglish.co.uk](mailto:sam.gross@selectenglish.co.uk) | 07758 857224
- ❖ School Deputy Director, **Hanna Claydon**. [hanna.claydon@selectenglish.co.uk](mailto:hanna.claydon@selectenglish.co.uk) | 01223 364 735
- ❖ The Company Chairman, **Mervyn Martin**. [mervyn.martin@selectenglish.co.uk](mailto:mervyn.martin@selectenglish.co.uk) | 01223 300529

Usually we can deal with problems easily and quickly, but if you want to make a formal complaint, then you will need to do this by writing to The Director of Select English, Mr Mervyn Martin. You will receive a written reply to such complaints.

If after talking to the Director of Select English you are still unhappy, you can complain to English UK by writing, in English, to:

The Chief Executive,  
English UK,  
219 St John Street,  
London, EC1V 4LY

Or e-mail:  
[tony@englishuk.com](mailto:tony@englishuk.com)