

COMPLAINTS (STUDENT VERSION)



SELECT ENGLISH POLICY DOCUMENT

Reviewed: March 2024

Next review: March 2025

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.kaminska@selectenglish.co.uk
01223 315359

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

- Executive Manager, **Sam Gross** sam.gross@selectenglish.co.uk | 01223 313211
- Sales and Marketing Director, **Alex Howlett** alex.howlett@selectenglish.co.uk
| 01223 313211
- Customer Support Manager, **Robert Hesketh**. robert.hesketh@selectenglish.co.uk |
01223 313211

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 Executive Manager of Select English, Mr Sam Gross. You will receive a written reply to such complaints.

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

The Chief Executive,
English UK,
47 Brunswick Ct,
Tanner St,
London SE1 3LH

Or e-mail:
complaints@englishuk.com