



Document: **Complaints Policy**

Date Reviewed: June 2021

Oxford ILS welcomes any feedback from you, either good or bad. We will listen to your problem and will try to help you. Every student has the opportunity to be heard. Please feel comfortable to speak to any of our staff members. If we cannot find a satisfactory solution we will recommend you to contact a third party.

1. If you have a complaint about your course, teacher or any other complaint:

- 1) First, try to talk to any staff member that you feel comfortable with – say what you like and what you do not like or are unhappy about.
- 2) If you feel that the problem has not been solved, speak to one of the Directors.
- 3) We will try to solve the problem as quickly as we can. However, if you would like to make a formal complaint then complete a 'Student Complaint Form'. You will have to sign and date the document. If your level of English is low, you can ask a friend, a member of staff or a student with the same first language as yours, who can help with translation.
- 4) One of the Directors will talk to any people involved.
- 5) After this, we will discuss the complaint with you and offer a solution. We will record this meeting in writing.
- 6) If you are not happy with the solution offered, you may contact English UK, who can look at the complaint independently. Their contact details are:

English UK
219 St John Street
London EC1V 4LY
Tel: +44 (0)20 7608 7960
Fax: +44 (0)20 7608 7961
Email: enquiries@englishuk.com
Web: www.englishuk.com

- 7) Please note that you must raise all complaints while you are studying at Oxford ILS. Complaints raised after you leave the School will not be accepted.