



Document: **Complaints Policy**

Date Reviewed: April 2017

Oxford ILS welcomes any feedback from you, either good or bad. We will try to resolve any issues you might have with the School or your classes. Every student has the opportunity to be heard. Please feel comfortable to speak to any of our staff members. We will listen to your problem and will try to help you. 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 or your teacher:**

- 1) First, try to talk to your teacher honestly – 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 the School Director or the Academic Director.
- 3) We will try to solve the problem as quickly as we can. However, if you would like to make a formal complaint then one of the Directors will complete a Complaint Form with you. You will read, sign and date the document if you agree with what we wrote. If your level of English is low, we will try to find a student with a higher level of English with the same first language as yourself who can help with translation.
- 4) One of the Directors will meet with the teacher and discuss your concerns.
- 5) The Academic Director will visit the class and observe the lesson.
- 6) After this, you and the teacher will meet and discuss the original complaint. We will keep a record of this meeting in writing.
- 7) After this we will have another meeting with the teacher for actions completed and actions required.

**2. If you have a complaint about accommodation or any other issues:**

- 1) For accommodation problems talk to the Accommodation Manager. For all other issues talk to one of the Directors.
- 2) We will try to solve the problem as quickly as we can. If you would like to make a formal complaint, then please complete a Complaint Form (see point 3 above).
- 3) After this, we will discuss the complaint with you and offer a solution. We will record this meeting in writing.
- 4) 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](mailto:enquiries@englishuk.com)  
Web: [www.englishuk.com](http://www.englishuk.com)