



## Compliments and Complaints

We want you to have an enjoyable and positive experience with us. If you have enjoyed your stay in Chester, please tell us what you liked and what you enjoyed, as this will help us to plan our future courses. Of course, we also want to know if you are unhappy or have a concern, so that we can try to find a solution. We take our students' opinions very seriously and welcome your views about the school and your experience in Chester.

**If you have any compliments or concerns during your stay at English in Chester, please tell us immediately.**

### Groups

- If you are studying with us as part of a group, you should speak first to your Group Leader(s) who will pass on your concern to our **Groups Coordinator**, who handles all communications for groups.

### All other students

- If you have any positive comments or concerns with your **English course**, please speak to the **Academic Manager** or the **Course Director**. They will note down any compliments you make, and make sure they are passed on to the appropriate person. If you have a concern or complaint, they will listen to your concern and will try to resolve the issue fairly. If they do not have an immediate answer, they will write down your concerns and come back to you with an answer as soon as possible, usually within 24 hours or by the next working day.
- If you have any compliments or concerns with your **accommodation**, please speak to the **Student Services Manager** or other **staff in the office**. They will pass on your positive comments, but if you are unhappy about your accommodation, they will listen to your concern and will try to resolve it fairly. If they do not have an immediate answer, they will write down your concerns and come back to you with an answer as soon as possible, usually within 24 hours or by the next working day.
- If you would like to make any other compliments, or wish to raise a concern about another issue, please speak to the staff in the office who will write it down and pass it on to the most appropriate person to deal with.
- You will also have a general opportunity to give us feedback at the end of your course.

If you are not happy with how we have handled your concern, and you wish to make a complaint, you should address this through your Educational Tour Operator (agent), or in writing, to the Principal.

If your complaint is about the school and the school staff cannot resolve it for you, you can contact English UK, the national association for English language providers, who may refer the concern to the Ombudsman if they are unable to resolve it. Details of how to contact English UK are on posters in the school, or staff in the office can give you the contact details.

**Please tell us about your experience before you leave the school. If we need to put something right, it is, of course, more difficult to do it after you have left.**

**Reviewed February 2019**