

COMPLAINTS PROCEDURE

If you have a problem when you are at CESC, we want you to tell us about it. If you have a problem in your classes or with your teacher, or with other students or in your homestay, please tell us about it.

We will listen carefully, and we will not tell anybody else about it, but we will help you.

Level 1

If you are not happy about any part of our service please contact the following CESC staff:

Academic	Your teacher
Non-academic	Student Welfare & Accommodation Officer (Maria Walters or Francesca Ambrosini-Spaul at Reception)

Level 2

We can solve most problems quickly and informally, but if you are not happy with the result, you can take your complaint to:

Principal (Max Walsh)

The Principal will listen to your complaint.

He will find out what has happened and try to solve the complaint with you and/or your agent or sponsor.

Level 3

If you are still unhappy and don't think we have helped you enough, you should then contact:

**English UK
219 St John Street
London EC1V 4LY**

Telephone +44 (0) 20 7608 7960