



Complaints Procedure

Do you have a problem or query? Don't take it home with you. We are here to help.

In your first week you will have the opportunity to let us know how your first few days are going and if there are any issues that we can help to resolve. EF staff are available to support and help you throughout your stay.

Depending on the length of your course, you will also complete an online questionnaire mid- way through your course and just before your departure. This is to monitor your satisfaction level in each area and for us to improve our school and your experience. However, if you have a problem and you are unhappy at any point of your course, please follow the steps below:

Step 1

If you have a general problem/query, speak to any member of staff. If they are unable to help, they will refer you to the responsible department, see below:

- Lessons, exams, language levels – Academic Department
- Activities, excursions, free time programme – Activities Department
- Homestay, residence, meal plan – Accommodation Department
- Any other general problem/query – Reception/Customer Support Department

If you would like to make an official complaint, please ask a member of staff to give you a complaint form to fill out.

Step 2

If you are not satisfied with the outcome in Step 1 please speak to the School Director. Every effort will be made to resolve your problem/query within the school.

Step 3

If you are still not satisfied, we will help you refer the matter to the EF Head Office or to

UK: English UK, 47 Brunswick Court, Tanner Street, London, SE1 3LH, T: 0207 608 7960; E: info@englishuk.com / Ireland: ACELS <http://www.acels.ie> T: 1 9058185

The school keeps a log of all formal complaints with a record of resolution and date of resolution.



Reason for complaint:

Student signature:

Complaint passed to:

Resolved on:	Staff signature:
	Student signature:

Document revision & review history

Version	Author	Revision	Date
2019.1	Ruth Chambers	N/A	Oct 2019
2020.1	Ruth Chambers	Address for English UK updated	Nov 2020
2021.1	Ruth Chambers	N/A	Nov 2021
2022.1	Ruth Chambers	N/A	Nov 2022
2024.1	Ruth Chambers	Removed reference to assigned mentors as this is not the case for all students. Added Complaint Form as appendix. Added ACELS contact for Ireland.	Nov 2023
2025.1	Ruth Chambers	Changed reference to meeting staff in first week to opportunity to give feedback.	Sep 2025