



## Problems & Complaints Procedure

### Worries and Problems...

**Do:** tell someone about your problem (staff / Management / Safeguarding leads)  
Or email to: [info.london@topuplearning.com](mailto:info.london@topuplearning.com)  
Or WhatsApp to the emergency number: +44 7456 314794

**Don't:** Keep quiet about it  
Let it become a BIG problem

### Serious Problems or Complaints...Whether you are studying in school or online.....

**Do:** act immediately  
talk to the **Director of Studies** about problems with your classes and studies  
talk to **Reception** about all other problems or complaints. They will make sure you talk to the right person to help you  
talk to the **Accommodation Officer** about accommodation problems

**Don't:** postpone talking about it  
be worried about talking to a member of staff - what you say is confidential

If you are not sure who to speak to, ask your teacher or any member of staff and they will help you find the correct person.

### What will happen?

#### We will...

- Listen to your complaint carefully
- Investigate your complaint if appropriate
- Carry out agreed action as quickly as possible
- Respect confidentiality unless we suspect UK law has been broken or if the matter concerns someone under 18 years of age
- Act in accordance with our Safeguarding Policy if the matter concerns someone under 18 years of age
- Keep written records of all conversations and actions taken
- Check you are happy with the result

### Unresolved Complaints

#### If you are not happy with the result of your complaint or the way we have dealt with it:

- Talk to the Director of Studies or talk to the Principal or Campus manager
- If you are still not happy, you or your parents can write to our professional association, English UK:

**English UK, 47 Brunswick Court, Tanner Street, London,  
SE1 3LH**

**Tel: +44 20 7608 7960**

**Email: [complaints@englishuk.com](mailto:complaints@englishuk.com)**

