

## Student Complaints Policy

We hope that you will enjoy your time at UKEC Academy but if you do have any complaints at all, please let us know and we will work with you to resolve any issues you have. Below, please see our complaints procedure:

Student has an issue or complaint.



Student speaks to a member of staff.



UKEC Academy talks to those involved, where necessary, to gain a full understanding of the issue and suggests a solution.



If the situation is not resolved, the student and all others involved will be asked to write down what has happened. The Principal & Academic Manager will interview each person and a decision will be made within 14 days.



If the student is still unhappy, the student can write to either British Council or English UK stating their complaint and whether they have followed our internal complaints procedure.

### How to contact The British Council or English UK.

#### BRITISH COUNCIL

Address: Customer Services, Accreditation Unit, Bridgewater House, 58 Whitworth Street, Manchester, M1 6BB Email: [accreditation.unit@britishcouncil.org](mailto:accreditation.unit@britishcouncil.org)

#### ENGLISH UK

Address: The Chief Executive, English UK, 47 Brunswick Court, Tanner Street, London, SE1 3LH Email: [tony@englishuk.com](mailto:tony@englishuk.com)

Please see these websites for more information:

<http://www.britishcouncil.org/accreditation-students-complaints.htm>

[http://www.englishuk.com/uploads/assets/student\\_complaints\\_sheet\\_updated\\_English.pdf](http://www.englishuk.com/uploads/assets/student_complaints_sheet_updated_English.pdf)