



Leeds English
Language School

Complaints Policy

Leeds English Language School welcomes feedback from students. Informal and formal complaints are taken seriously and staff will follow standard school procedures when dealing with them. We will respond to your feedback and any complaints you may have promptly and courteously, and communicate our response to your suggestions.

If you are unhappy with any aspect of your education you should speak to your teacher first. If you feel that you cannot speak to your teacher, you can speak to one of the academic management team. For complaints that are not related to your education you can speak to the Student Services manager. If you are not satisfied with the response from any of the above you may address your complaint to the school's director, Bob Charlton, or alternatively, we will tell you how you can complain to English UK.

Complaint forms are available from the office

All complaints must be made individually and not as part of a group. Each complaint will be dealt with separately.