



**Leeds English  
Language School**  
Effective Learning

## 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 will respond 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.

A complaint should always be put in writing so it is recorded. Complaint forms are available from the office or by following this link: <https://sites.google.com/leedsenglish.com/leo/forms/complaints-form>  
Your complaint will be investigated by the appropriate member of staff and you should receive a response within 48 hours.

If you are not satisfied with the response you receive, then you can address your complaint to the school's director, Bob Charlton, by email on [bob.director@leedsenglish.com](mailto:bob.director@leedsenglish.com).

If you are still dissatisfied with the outcome, you can complain to English UK by following this link: <https://www.englishuk.com/en/students/complaints-procedure>

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