

Complaints Policy – Regent's School of English

If you have a problem or you are unhappy about something, this is what you should do:

Step One: Talk to the person you have a problem with, if possible. For example:

- If you have a problem with your class, talk to your teacher.
- If you have a problem with Reid Hall accommodation, speak to Reid Hall receptionist.
- If you have a problem with your homestay, talk to your host.

Step Two: If you still have a problem, or if you cannot talk to the person, please contact the Student Support Manager or a member of the Regent's School of English (RSE) team. Explain your problem and we will try to help you.

Step Three: If you still have a problem after speaking to the Student Support Manager/RSE team, you can make a formal complaint addressed to the Director of Regent's School of English by writing to them at rse@regents.ac.uk

Step Four: If you are not happy with the outcome of your complaint, you can contact the English UK, which is the organisation that accredits (recognises) English language schools in the UK:

English UK

219 St John Street

London EC1V 4LY

United Kingdom

info@englishuk.com

