



## Complaints Policy

The following is in the student handbook and on the website.

We want you to have a challenging but happy experience with us. However if there is something you are not satisfied with this is the procedure to make a complaint:

### 1. Informal complaints

Tell us immediately if you are unhappy with our service. Talk to any appropriate member of staff – see below - they will try to help.

They will record your complaint, and he or she have discretion as to how it is investigated and determined. You will hear in 24hours.

**The Academic Principal**, for complaints regarding your studies.

**The Operations Manager**, Diego Amaya, for complaints regarding your booking, accommodation and welfare.

### 2. Formal complaints

If you are still unhappy please make a formal complaint, in writing, to the Academic Principal. She will respond in writing within two days and tell you how she can resolve the situation. This may mean dismissing the complaint as trivial or lacking substance or settling the matter in discussion with a member of staff.

You can also contact the Academic Principal for a confidential meeting to explain your concerns. We take all complaints seriously, and will to attempt to achieve an amicable resolution if at all possible.

If the Principal cannot resolve the issue to your satisfaction please write to our Head Office at the following address:

**INSTILL Education, 14 Friars Entry, Oxford, OX1 2BZ**

Any such complaint will be investigated providing:

- It is received within one month of the termination of the course.
- It was initially made in writing to the Academic Principal or Operations Manager.
- All invoices relating to the student making the complaint have been settled in full.

Regent London is a member of English UK, the association of accredited English language schools. If you remain dissatisfied you do have the option of taking your concerns to them. Their website has clear instructions. **[www.englishuk.com](http://www.englishuk.com)**

We will act to ensure Regent London remains a safe place for students, staff and other members of our community.

This policy was last reviewed in April 2022.

Next review in April 2023.