

STUDENT COMPLAINTS POLICY

Here at TWIN we want you to be happy while you are studying with us!

Complaints procedure

1. Lessons

If you have any complaints about your lessons, you should speak first to your class teacher, explain your problem and see if it is possible to find a solution.

If you are still not happy, you will need to speak to the Assistant Head of Greenwich School (Shila Nadar) or the Head of Schools (Sarah Morse), who will discuss your problem with your class teacher if necessary and try to resolve the problem.

If you are still not satisfied and believe that the school has not tried to resolve your complaint, you can contact ENGLISH UK. You must contact ENGLISH UK in writing (either by letter or email) within 6 months of finishing your course.

Email: info@englishuk.com
Address: English UK, 219 St John Street, London, EC1V 4LY

For more information, please visit:

https://www.englishuk.com/uploads/assets/Student_complaints_-_infomation_for_students_June2018.pdf

2. Accommodation

If you have any complaints about accommodation you have arranged through Twin, you should speak to a member of our accommodation team. You can ask at Reception to do this.

If you are still not happy, you should email the Head of Operations, Joanne Sayer, on jsayer@twinuk.com

If you are still not satisfied and believe that the school has not tried to resolve your complaint, you can contact ENGLISH UK – contact details as above.

3. Work Placement

If you have any complaints about your work placement, you should report them to your immediate supervisor at your work placement.

If you are still not happy, please contact your Placement Officer at Twin.

If you feel that your concern has not been dealt with appropriately, you should email the Work Experience Manager, Peter Fox, on pfox@twinuk.com