

## Complaints Procedure and Policy

At Wimbledon Language Academy, we are committed to providing an excellent service to all our students. However, if a student has any complaints, the following options are available:

- Students are encouraged to speak to their teachers or a member of the management team\* with any concerns they may have
- The contact details of the management team are available on the school website, and they will respond immediately to any concerns raised
- If you are not satisfied with our response, or if you feel that you are unable to raise your concerns with us directly, you may contact our accrediting body English UK at:

**English UK**  
**219 St John Street**  
**London**  
**EC1V 4LY**  
**UK**  
[enquiries@englishuk.com](mailto:enquiries@englishuk.com)  
[www.englishuk.com](http://www.englishuk.com)

*\*The management team is:*

- |                              |                         |
|------------------------------|-------------------------|
| • <i>Principal</i>           | <i>Martin Brock</i>     |
| • <i>Director of Studies</i> | <i>Patricia Sweet</i>   |
| • <i>Office Manager</i>      | <i>Patricia Gorecka</i> |

**October 2013**

*This policy is reviewed on an annual basis. However, if any issues relating to the policy should arise, the policy will be reviewed immediately.*

*Date of next scheduled review: October 2014*