

Student Complaints Policy and Procedure

Complaints are taken very seriously at United World. If you have any problems with your course, you should go to reception in the first instance and ask to speak to the relevant person.

If you have a problem with your homestay accommodation, please speak to the Welfare/Accommodation officer.

Any problems with your course may first be discussed with your teacher. If you prefer, you may also talk to the Director of Studies or Principal, who will discuss the problem with you and help you fill in the complaints form if necessary.

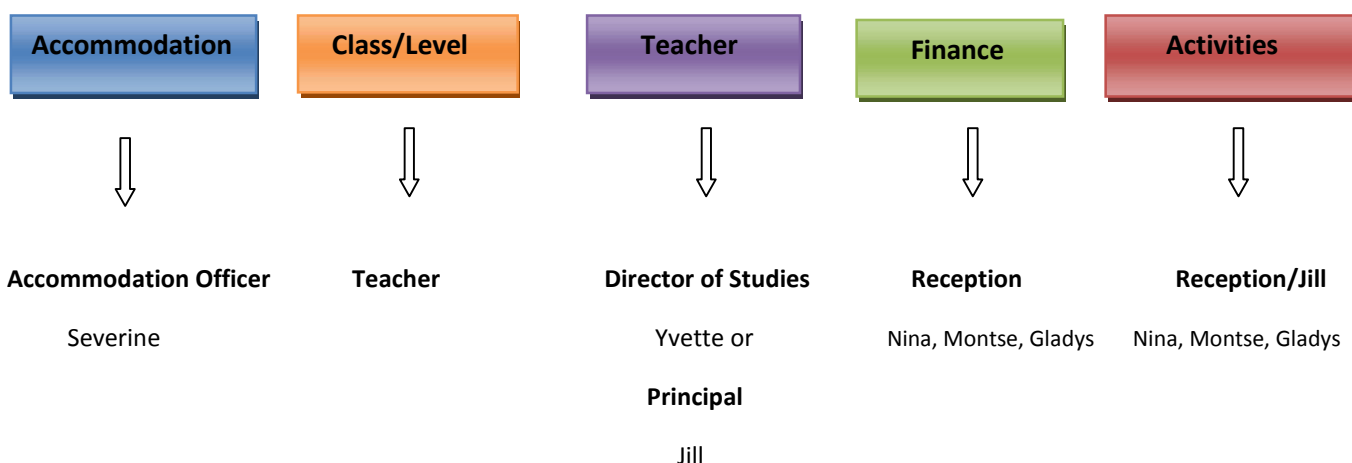
Problems relating to reception or administrative staff will be dealt with by The Director.

Complaints relating to the cafe can be referred to reception. These will be referred on to The Director.

We will always try to solve problems as quickly as possible. If you find that you are still unhappy with the solutions given, please speak to The Director.

Any complaints relating to bullying or abuse should be reported to a teacher, The Director of Studies or the Principal.

Complaint



If your complaint is still not solved, please speak to any of the management team and finally The Director

- **Severine Lai Tang-Welfare/Accommodation and Office Manager**
- **Jill Challen-Principal**
- **Yvette Iskandarani – Director of Studies**
- **Matthew Wastie - Director**