Cavendish School of English

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COMPLAINTS PROCEDURE

APPROVED BY:	**Nathan Santangelo-Barber, Operations Director**
LAST UPDATED:	**07/01/2026**
NEXT REVIEW DUE:	**07/01/2027**
RESPONSIBILITY FOR REVIEW:	**Nathan Santangelo-Barber (DSL)**

IF YOU HAVE A COMPLAINT, YOU SHOULD DO THE FOLLOWING:

For complaints about accommodation, academics, catering or welfare (whilst still at school):

1. In the first instance, you should speak to our Customer Liaison Officer or somebody from the relevant department. Please make an appointment to do this by sending an email to *info@cavendishschool.com*.
2. If you are not satisfied with the result, you should then take your complaint direct to the Operations Director who operates an open-door policy.
3. If you are still not satisfied, then you are advised to make a formal complaint, in writing, to the Managing Director, Marcus Panke-Barber.

For all other complaints (and after you have left the school):

1. In the first instance, you should speak to the Operations Director. Please make an appointment to do this by sending an email to *info@cavendishschool.com*.
2. If you are not satisfied with the result, you should then take your complaint direct to the Managing Director, Marcus Panke-Barber. You will be given the appropriate contact details to do so.
3. If you are still not satisfied, then you are advised to make a formal complaint, in writing, to English UK who will attempt to mediate.

   English UK
   47 Brunswick Court
   London SE1 3LH
   Tel: +44 20 7608 7960
   Fax: +44 20 7608 7961

The following principles govern Cavendish School of English management of complaints.

- We believe that any issue, where possible, is best resolved informally between yourself and Cavendish School of English.
- We will always look to resolve any complaints within three working days.
- Where a complaint is escalated to our Managing Director, we recommend to all students that their key points are set down in writing.
- The Managing Director will again look to resolve the complaint made within three working days.
- We will manage any complaint received with professionalism and impartiality.