



## **COMPLAINTS PROCEDURE**

**APPROVED BY: Nathan Santangelo-Barber, Operations Director**

**LAST UPDATED: 12/01/2024**

**NEXT REVIEW DUE: 11/01/2025**

**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](mailto: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](mailto: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.