



## Complaints Policy

It is the aim of ISE Brighton that every student should be completely satisfied with their course and with every other aspect of the service provided by the school and its agents.

The school recognises that this level of satisfaction may not always be reached and, therefore, provides a clear complaints procedure that is easy to access and effective in the resolution of any dissatisfaction. The school undertakes to ensure that this policy is rigorously applied and known to all stakeholders.

## Complaints Procedure

I have a problem about...	Who you should speak to	If the problem is not solved speak to:
<b>Your class or your course</b>	Please speak to your teacher	The Director of Studies or Assistant Director of Studies
<b>Any Personal Issues</b>	Welfare Officer	Safeguarding Officer
<b>Accommodation</b>	The Accommodation Officer, or Welfare Officer	The managing Director, Oliver Eke
<b>The social programme</b>	Social Activities Organiser	The managing Director, Oliver Eke
<b>Your Teacher</b>	Ask to speak to the Director of Studies	The managing Director, Oliver Eke
<b>Bullying</b> <small>When another person makes you feel uncomfortable.</small>	Your teacher and Welfare officer	The Director of Studies or The Managing Director, Oliver Eke

If you are not happy with the response or would prefer to put your complaint in writing to the Managing Director, please write to:

Oliver Eke  
 ISE Brighton, 34 Duke Street, BN1 1BS  
 Email: [oly@isebrighton.com](mailto:oly@isebrighton.com)

You can also arrange a meeting with the Managing Director by speaking to reception staff on the school reception.

If you still not happy with the response from the Managing Director, you can write to the following quality assurance organisation.

### English UK

Write to: Sarah Cooper, The Chief Executive, English UK, 219 St John Street, London, EC1V 4LY or e-mail [sarah.cooper@englishuk.com](mailto:sarah.cooper@englishuk.com)

If you do not understand the complaints procedure or would like help following it, please speak to a Director of Studies.

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