

## Complaints Procedure

We understand that sometimes things don't work out as you expect and that you may be unhappy with the service you are receiving from MCSE. If that is the case, then there are lots of people you can speak with.

If you are unhappy with your classes, then you can speak to your teacher. If you are not comfortable speaking to your teacher, then you can approach any of the Academic team who will be happy to speak with you.

If you have concerns with your accommodation, then you can always speak with our accommodation team and they will do their best to help.

If you have any general complaints then you can chat with Yasmin, who is the Director of Studies. If she can't help you directly, then she can either direct you to the best person or liaise with the relevant MCSE team member for you.

If you want to make an official complaint, then you will need to put it in writing and it will be reviewed by the Director of Studies or the director of the school, depending on the nature of the complaint. Someone will contact you within 24 hours of receiving your complaint to invite you to discuss it further and try to resolve the issue.

As MCSE is a member of English UK, you are also able to refer to their website for guidance on complaints on

<http://www.englishuk.com/en/students/english-in-the-uk/student-complaints-procedure>

**If we are unable to resolve your complaint it can be referred to independent adjudicators who will meet each party on their own and then bring everyone together to identify the main issue(s). This can help to resolve any disagreements without the need for more formal procedures if all parties agree to the solution.**