



Tti School of English Complaints Policy 2016

We aim to provide service of a standard that is acceptable to all students. If we fail to do this we want to know about it. This will enable us not only to deal with a specific problem but also to avoid it happening again. Our main objective is to respond promptly and effectively to any student dissatisfaction as it arises.

Students who are not satisfied with their programme should firstly discuss the issue with the Director of Studies and/or Registrar, as applicable. They will do their best to resolve the problem quickly and informally. We request all issues are reported at the earliest possibility.

If informal discussions do not solve the problem and a student wants to register a formal complaint the process is as follows:

- [Make the complaint to the Principal either in writing or orally. The Principal will keep a record of the conversation. The Principal will attempt to resolve the matter in person or by letter within 5 working days.
- [If the student wants to pursue the complaint further, they will be asked to put the complaint in writing to the Directors of Tti School of English, the letter should be marked 'private and confidential'.
- [The Directors will respond to the complaint in writing within 5 working days. The written response will summarise what investigation has been carried out and what action is proposed in order to resolve the matter.
- [All complaints will be recorded and kept on file. All complaints are subject to the school's confidentiality policy.

If the student is not satisfied with the response from Tti School of English, they can contact English UK for further advice.

For private schools and language centres, English UK will attempt to mediate. If this fails, the complaint can be put to the independent Ombudsman, who will issue an adjudication which is binding on the school. For further information please visit English UK's website www.englishuk.com

Tti School of English reserves the right to change these terms and conditions, please refer to our website for the complete up to date version.