



Problems & Complaints Procedure

Worries and Problems...

Do: tell someone about your problem (staff / Management / Safeguarding leads)
Or email to: info.london@topuplearning.com
Or WhatsApp to the emergency number: +44 7456 314794

Don't: Keep quiet about it
Let it become a BIG problem

Serious Problems or Complaints...Whether you are studying in school or online.....

Do: act immediately
talk to the **Director of Studies** about problems with your classes and studies
talk to **Reception** about all other problems or complaints. They will make sure you talk to the right person to help you
talk to the **Accommodation Officer** about accommodation problems

Don't: postpone talking about it
be worried about talking to a member of staff - what you say is confidential

If you are not sure who to speak to, ask your teacher or any member of staff and they will help you find the correct person.

What will happen?

We will...

- Listen to your complaint carefully
- Investigate your complaint if appropriate
- Carry out agreed action as quickly as possible
- Respect confidentiality unless we suspect UK law has been broken or if the matter concerns someone under 18 years of age
- Act in accordance with our Safeguarding Policy if the matter concerns someone under 18 years of age
- Keep written records of all conversations and actions taken
- Check you are happy with the result

Unresolved Complaints

If you are not happy with the result of your complaint or the way we have dealt with it:

1. Speak to us immediately so we can try to resolve the issue informally.
2. If unresolved, raise the complaint with the Chief Operating Officer (COO), Wei Lin, orally or in writing. A record will be kept, and the COO will respond within 5 working days. You can use this email: wei.lin@topuplearning.com

3. If the issue persists, write to the **Director** of TopUp Learning London (Tti), marking the letter '**private and confidential**'. You can use this email: sam.malafeh@topuplearning.com.
4. The Director will respond in writing within 5 working days, summarising the investigation and proposed resolution.
5. If you are still not happy, you or your parents can write to our professional association, English UK:
 1. **English UK, 47 Brunswick Court, Tanner Street, London, SE1 3LH**
 2. **Tel: +44 20 7608 7960. - Email: complaints@englishuk.com**