

## COMPLAINTS PROCEDURE

As an organisation committed to providing the highest level of customer care, we welcome any concerns, complaints, suggestions and compliments relating to our services.

Any concerns or complaints are always dealt with sensitively at the Centre. Information is restricted to those who have a specific need to know about it, and is always handled within the law on Data Protection. If you do have a complaint, please report this to us, as outlined below:

### Level 1

If you are unhappy about any aspect of our service please contact the following CESC staff:

<b>Academic</b>	<b>Your teacher</b>
<b>Non-academic</b>	<b>Student Welfare &amp; Accommodation Officer</b> <b>(Maria Walters at Reception)</b>

### Level 2

We are able to resolve most problems quickly and informally, but if you are not satisfied with the result, you can pass your complaint to:

**Head of Studies (Max Walsh)**

As a member of our management team, the Head of Studies will review your complaint. He will conduct an investigation (if appropriate) and try to resolve the complaint with you and/or your agent or sponsor.

### Level 3

If you are still unhappy or if no resolution has been found for your academic or non-academic problem, you should then speak to

#### **Managing Director**

You or your representative can arrange an appointment directly or send details of your complaint in writing to:

**Managing Director**  
**Colchester English Study Centre**  
**19 Lexden Road**  
**Colchester Essex**  
**CO3 3PW**

**Tel: +44 (0) 1206 544422**

#### **OR:**

If you are still unhappy or if no resolution has been found you should then contact:

**The Accreditation Body for Language Services**  
**PO Box 316**  
**Great Yarmouth**  
**NR30 9EP**  
**United Kingdom**  
**Email: [info@ablsaccreditation.co.uk](mailto:info@ablsaccreditation.co.uk)**  
**Tel: 01493 393471**