**SKOLA English in London**

## **Complaints Procedure**

We welcome feedback from our students. There are different types of feedback that we ask you for so that we know what you like and do not like about the school, such as:

* Mid-week questionnaire
* Home-stay questionnaire
* End of course feedback

These will be given to the students throughout the course of their studies

If you have a complaint about our school, or a problem you wish to have help with, you may take the following action:

a problem with your class or your studies

* you can speak to your teacher
* you can speak to the Director of Studies (Connor)
* you can fill in a form which is at the end of your student handbook

a problem with your accommodation, fees/enrolment or the building

* speak to the School Director (Ben)
* 07340 516781

If you wish to make a complaint to the Director of Studies Connor Middleton: connor@skola.co.uk

If you wish to make a complaint to the School Director Ben Toettcher: ben@skola.co.uk

Our school is accredited by the British Council and English UK (national association of accredited English language centres) who can investigate any complaints.

From SKOLA Management Team 2022