



Student Complaints Policy and Procedure

Complaints are taken very seriously at United World. If you have **any problems in school**, you should **go to reception** in the first instance and ask to speak to the relevant person. Reception will help you find the person who can help you with what you need. You may be asked to fill in a complaint form so we can register your complaint and act accordingly. At The Language Training co, we always want to make sure that all our students are happy with their courses so please let us know if you are not happy with anything. We are here to help.

If you have a complaint about:	Please talk to:	You can always talk to:	
Accommodation	Accommodation Officer: Laura Rose	Managing Director	Maribel Morgan
Lessons / Level	Director of Studies: Tamara Leacy		
Teacher	Director of Studies: Tamara Leacy		
Finances	Managing Director: Maribel Morgan		
Activities	Student Services Coordinator: Gabi Primon		
School Facilities	Director of Business Development: Jonathan Morgan		
Health and Safety	Director of Business Development: Jonathan Morgan		
Safeguarding	Director of Studies: Tamara Leacy		

Maribel Morgan



Jonathan Morgan



Laura Rose



Tamara Leacy



Gabi Primon



If your complaint is still not solved, please speak to Maribel Morgan.