

Manor Courses at Hurst College

Complaints?  ?

Are you unhappy about anything?

Please follow this procedure:

- 1.** *Tell a Director, Manager, Teacher or Group Leader as soon as possible.*
- 2.** *Collect a Complaints Form from the Office.*
- 3.** *Complete the Complaints Form - ask a parent, friend, Teacher or Group Leader to help you.*
- 4.** *Return the Form to a Director in the Office within 24 hours.*
- 5.** *Your parent or agent can phone or email within 24 hours -*



00 44 (0) 7973 131 982



info@manorcourses.co.uk

- 6.** *The Directors will try to deal with your complaint quickly and will make an appointment to talk about the problem.*
- 7.** *You can complain in the summer within 24 hours (at the College) or after the summer within 1 month (when you get home).*
- 8.** *If you are still unhappy, you can also contact English UK within 6 months -*



www.englishuk.com/en/students/english-in-the-uk/student-complaints-procedure