

Complaints Policy – Regent's School of English

If you have a problem or you are unhappy about something, this is what you should do:

Step One: Talk to the person you have a problem with, if possible. For example:

- If you have a problem with your class, talk to your teacher.
- If you have a problem with Reid Hall accommodation, speak to Reid Hall receptionist.
- If you have a problem with your homestay, talk to your host.

Step Two: If you still have a problem, or if you cannot talk to the person, please contact the Student Support Manager or a member of the Regent's School of English (RSE) team. Explain your problem and we will try to help you.

Step Three: If you still have a problem after speaking to the Student Support Manager/RSE team, you can make a formal complaint addressed to the Director of Regent's School of English & International Office by writing to them at rse@regents.ac.uk

Step Four: If you are not happy with the outcome of your complaint, you can get in touch with English UK—the organisation that recognises and accredits English language schools in the UK—by emailing them at complaints@englishuk.com

