

Complaints Policy

*Review History:		
Date of review	Reviewed by	Reason for review
October 2022	C. Powlesland	Annual review
*October 2023		

We want our students and all who come into contact with BSC London to enjoy their classes and all services provided by the college.

If you have any complaint about anything that the college has provided, please talk to a member of the administrative staff as soon as possible so that we can try to resolve the problem quickly. **Please note that it is not possible to resolve problems after you have left so please let us know immediately if there is anything that does not meet your satisfaction.**

We pride ourselves on ensuring that we offer tuition and services of the highest standard and we are happy to receive your suggestions to help us maintain this quality.

If your complaint cannot be resolved immediately, you may be asked to put it in writing and give the complaint directly to the Director of Studies or Academic Programme Manager for academic related complaints and the Student Experience Manager for non-academic related complaints.

In the unlikely event this is not resolved to your satisfaction; You can either email the Operations Director (Ed Brandt) at: ed.brandt@bsc-education.com or write in English to the Company's head office:

BSC Unit 7,
The Workshops,
Marcus Street,
Birkenhead
CH41 1EU
United Kingdom

The Company will investigate Your complaint and will provide an appropriate response. In order to be given a reasonable chance of addressing your complaint, please speak to us as soon as the problem arises as we cannot deal with issues retrospectively.

If you find that your complaint is not resolved to your satisfaction, you may contact English UK (the national association of accredited language centres).

You can contact:

English UK

219 St John Street

London, EC1V 4LY

Tel: +44 (0)20 7608 7960

Fax: +44 (0)20 7608 7961

Email: info@englishuk.com

<https://www.englishuk.com/complaints>