

## Complaints Procedure

While the student is at the centre

If a student wishes to make a complaint during their stay, they may speak to an EFL Teacher, Activity Leader, or Group Leader.

The Centre Director will independently resolve the issue or work with Head Office to resolve the issue.

If the complaint is serious, Head Office will inform the Agent and request that they contact the student's parents.

Open communication is maintained between the Campus Manager (CM), Head Office, and the Agent to ensure the complaint is handled properly.

### *2. After the student has returned home*

If the student has already returned home and the issue was not resolved, they can email [info@theardmoregroup.com](mailto:info@theardmoregroup.com).

They should mark the email as **IMPORTANT** and address it to the Managing Director.

The email must include the following information:

- Booking reference
- First name and surname
- Type of complaint
- Date when the issue was first reported
- Name of the Campus Manager who received the initial report

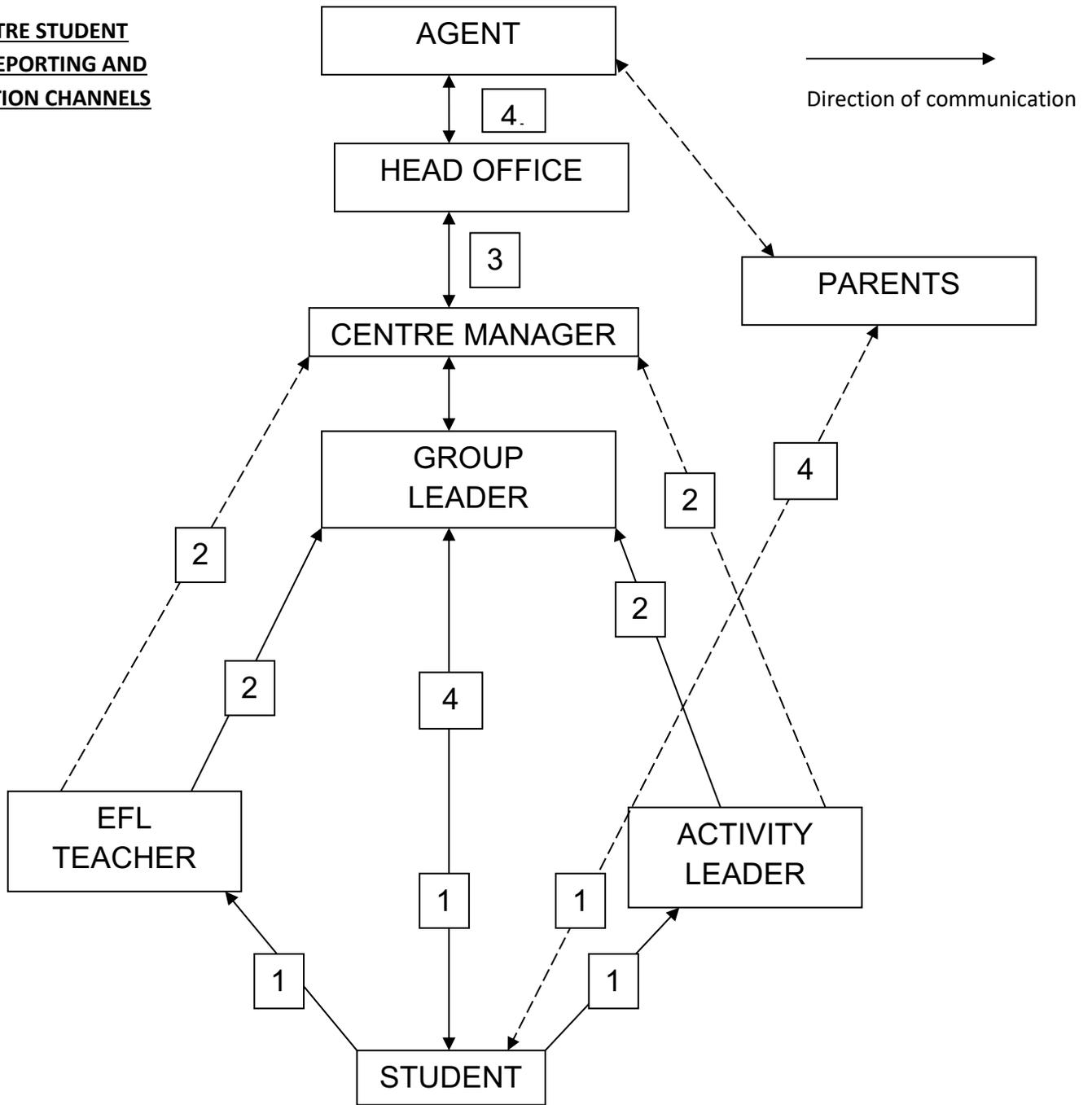
A reply will usually be sent within **48 hours to one week**, as the Ardmore team must collect and review all relevant information.

### *3. Escalating the Complaint*

If the student is not satisfied with the final decision, they may escalate the complaint to **English UK**, the national association of accredited English language centres in the UK.

English UK will contact both the student and the centre to help reach a solution that is acceptable to both parties.

**SUMMER CENTRE STUDENT  
COMPLAINT REPORTING AND  
COMMUNICATION CHANNELS**



1. Student complaint communicated to either EFL teacher, Activity Leader, Group Leader or directly to parent by the student.
2. Complaint brought to the attention of the Centre Manager (CD) and Group Leader by Ardmore Staff.
3. Centre Director deals directly with Head Office to resolve the student's complaint.
4. Head Office reports the complaint to the Agent and asks them to contact the parents if the problem is serious. Open communication kept between CM, Head Office and Agent to help to deal with the student's complaint. Feedback from student is essential and encouraged to ensure complaint has been dealt with effectively.