

ICE Complaints procedure

If you have a problem,
WE WANT TO HEAR ABOUT IT!

Student Complaints



We hope your experience with ICE will be an enjoyable and educational one. If you do have a complaint or any questions, there are a number of things you can do. Firstly, you can speak to your teacher. Teachers do want, like & need feedback. Secondly, if you do not wish to speak to your teacher, you may talk to your Director of Studies (Paula). Ultimately, if you still feel that your question or complaint hasn't been resolved, you can speak to Tim Shoben (Director) who will try his very best to help you.

We are sure that you will find all our staff and students to be friendly and welcoming, but if you feel that you have not been treated well, please report this to Tim or Paula as soon as possible.

You will also have an opportunity to fill in an anonymous questionnaire in which you can express yourself freely (you don't have to use your name). These questionnaires are available on the first staircase on the left in 97 White Lion Street.

Partner/ ETO Complaints Procedure

If you have any issues whatsoever, please talk to Joanna on enrol@letslearnenglish.org or +44 (0) 207 278 5553

or Tim Shoben (Director): tim@letslearnenglish.org +44 (0) 207 278 9067

We want to work together successfully and we want to hear about anything that concerns you about our school or our service.

Group Leader Complaints procedure

If you have any problems/issues/complaints about our service, please speak to our Groups Coordinator, Olivia McCarty on office@letslearnenglish.org or +44 (0) 207 278 5553. You can always speak to our Director, Tim on the above details, too.

Serious Complaint?

If you feel your complaint is really serious and we are not able to help you, you can contact English UK on:

<https://www.englishuk.com/en/students/complaints-procedure>

