

COMPLAINT PROCEDURE

Step 1

If you are dissatisfied with any aspect of your service, please follow the steps below. If you are at a PLUS Centre, please contact the Campus Manager exclusively to outline your complaints. If you have not arrived yet or have just returned to your own country, proceed directly to **Step 2**.

Step 2

If the issue remains unresolved within a maximum of 48 hours (working days), please send an email to plus@plus-ed.com, marking the complaint as urgent and addressing it to the Managing Director. Include the following information in the email:

- Booking reference
- Name & Surname
- Type of Complaint
- Date when you first reported the problem
- To Whom (name of the Campus Manager)

You can expect a reply within 48 hours (working days). Please note that in cases where the student is not on-site or the complaint is from a parent, PLUS requires the same information as specified above. All complaints need to be addressed while the student is at any of our PLUS Centres. Once students have left, complaints may take several weeks as data collection is required from the PLUS Head Office.

Step 3

Most problems can be resolved quickly and informally. However, if students or parents are dissatisfied with the outcome of their concerns, they should address a written complaint to:

The Chief Executive
PLUS
8 Celbridge Mews, London, W2 6EU

In the case of expulsion, students'/parents' agents have the right to appeal, but an appeal can only be heard after the student has been removed from the centre.

Step 4

If the outcome of the final decision is not to your satisfaction, you have the right to escalate your complaint to English UK, the national membership association of accredited English language teaching centres in the UK. English UK will reach out to talk to you and your English language centre to find a solution satisfactory to both parties. If you feel the problem has not been solved, English UK send your complaint to an independent ombudsman who will re-examine the matter and make a final decision.