



Feedback and Complaints

We aim to provide all students with a positive, valuable and enjoyable experience at Hilderstone College. In order to help us continue to improve our courses and students' experience of Hilderstone, please give us your feedback about what you have or have not enjoyed. We will give you a questionnaire to complete at different stages of your course. If you are unhappy or having problems, please talk to us as soon as possible so that we can try to find a solution.

Procedure

1. Initial Procedure

- a) We will give you a feedback questionnaire to complete at the end of your first week and in the final week of your course. Students on longer courses may also receive a mid-course questionnaire
- b) If you would like to tell us something positive or negative about your course please speak to your class tutor or the Director of Studies
- c) If you would like to tell us something positive or negative about your accommodation please ask to speak to the Accommodation Officer
- d) If you would like to tell us something positive or negative about any other matter please speak to the Office Administrator in Student Services.

In all cases, if you are not satisfied with the response, please ask to speak to the Principal.

2. Subsequent Procedure

- If the matter cannot be settled within the College, contact: English UK
219 St John Street
London, EC1V 4LY
Tel: 020 7608 7960
Email: info@englishuk.com
- If the complaint has still not been resolved, contact: The Accreditation Unit
The British Council
Bridgewater House
58 Whitworth Street
Manchester M1 6BB

**Please ensure that you discuss your complaint with College staff first.
Most problems can be resolved quickly and easily.**

Reviewed 12/3/18