

Student Services

Complaints Procedure

We want your stay with us at Embassy Hastings to be useful and enjoyable. If you are not happy with the services we offer, please see one of the following people.

If the problem is with **your studies** please speak to your teacher or the Academic Manager, Katie Taylor

If the problem is with your **accommodation** please speak to the Gene Wood

If the problem is connected with the **social programme** please speak to the Social Organiser, Dexter Gilbert

If you are **still not satisfied** please speak to Reg Veale, the Centre Director

If, after speaking to the above, you are still not happy, you may write, either in English or your own language, to:

Regional Operations Director
Embassy English
8 Grange Road
Cambridge
CB3 9DU

If you feel your complaint has not been satisfactorily resolved, you have the right at all times to refer your complaint to:

English UK, 219 St John St., London EC1 4CY

Thank you

Reg Veale
Centre Director