

Student Services

Complaints Procedure

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

If the problem is with **your studies** please speak to Matthew Jones or John Morrison in the Academic Office.

If the problem is with your **accommodation** please speak to Accommodation team in Student Services.

For **any other problems** please speak to Ollie Moore in the Academic Office. If you are **still not satisfied** please speak to Katie Wash, the Centre Director.

If, after speak to the above, you are still unhappy, 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.