

# Student Services

## Complaints Procedure

We want your stay with us at Embassy London 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, Cristina Estevez

If the problem is with your **accommodation** please speak to Eric Thompson (residence) or Thomas Woolcock (home stay) in the Accommodation Office

If the problem is connected with the **social programme** please speak to the Director of Student Services, Yvonne Silk Jones

For any other concerns, or if you are **still not happy** please speak to Dan Spalding, 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:

Vic Richardson  
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