



### Chichester English Language School Complaints Procedure

We always welcome feedback, good or bad, on our website  
<https://www.ccgstudyabroad.com/international-student-feedback>.



If you have a complaint,:

1. Talk to your tutor, your first teacher in the morning. If you are not happy to talk to them or are not happy with their response, talk to the Director of Studies in C229.
2. If your issue is not resolved, email [BannisterS@chichester.ac.uk](mailto:BannisterS@chichester.ac.uk) and your complaint will be investigated. Following the investigation, a full response will be sent to the originator of the complaint. Written complaints to this email address will be replied to in writing within seven working days in line with the College Feedback and Complaints procedure. This can be found on the College website and on Chi-online. A hard copy is available upon request.
3. If you are not satisfied with the response you receive, the complaint will be sent to the Quality Manager who will follow the College procedure to escalate it to the relevant member of the Senior Management Team.
4. If you are still unhappy, contact English UK for help.

If you are not happy with the response from the college, you can contact English UK. They will look at your complaint and speak to the College to try and reach a solution.

Please send an email in English to [complaints@englishuk.com](mailto:complaints@englishuk.com).

You must include your full name, details of your problem and evidence of your course enrolment and payment. Please attach any emails between you and Chichester College about the complaint.

English UK usually reach a solution by speaking to you and your centre. Sometimes, they send complaints to an independent person (the Ombudsman) who decides what to do.

#### Who can complain to English UK?

You can complain to English UK if you are studying an English language course at a centre that is a member of English UK, which Chichester College is.

They can only help if you have already complained directly to your language centre using their internal complaints process.