



Complaints Procedure

We want your stay at Mountlands Language School to be enjoyable and productive. If you are not happy with any aspect of the service we offer, please see one of the following people:

- Your teacher or the Academic Manager or the Director of Studies if your problem is an ACADEMIC one.
- Alice Christian or Stef Akeroyd - Accommodation Officer/Manager - if your problem is about ACCOMMODATION or any other matter.
- Laura Drake for ANY OTHER PROBLEM laura@mountlands.co.uk

All complaints and problems are treated in confidence, in accordance with our school procedures.

If you are not satisfied with the response from Mountlands Language School, as an accredited school you can contact English UK for further advice. English UK will mediate.

Please write in English to English UK, 219 St John Street, London, EX1V 4LY for the attention of the Chief Executive or email sarah.cooper@englishuk.com

Please visit www.englishuk.com for further details.