



## Complaints Policy

### Issues & Complaints

We hope that your experience here at Regent Language Training is as enjoyable as it is educational!

However, if you are unhappy or have any problems during your time here please feel free to approach either the Principal or Academic Manager with any complaints you may have. We are happy to take time to speak to you in private about any problems you may encounter and help to solve them.

If you feel that you cannot speak to someone here at the school and wish to contact someone at our main office please put your complaint in writing and mail it to:

The Director  
Regent Head Office  
38 Binsey Lane  
Oxford  
OX2 0EY

or email to: [info@regent.org.uk](mailto:info@regent.org.uk). We aim to get back to you within 5 working days.

If you feel your problem is still not resolved you can contact English UK. For details of the EnglishUK complaints process, please visit [www.englishuk.com](http://www.englishuk.com).

Reviewed: January 2020

To be reviewed: January 2021