

MSE: STUDENT COMPLAINTS PROCEDURE

Mayfair School of English has a clear Mission Statement and is committed to delivering services to all its clients that meet the expectations set out therein. We do our best to make sure that you have a positive and satisfying experience at school.

However, if you are unhappy about any aspect of our service please contact the member of staff you would like to speak to. Our notice boards show the team members who can help you. We take every complaint very seriously and will respond to your complaint within 24 hours.

Course problems

If you have enrolled on an English Language course, have already begun your studies and would like to discuss any aspect of the course, please refer to one of the following staff via reception:

- The Registrar
- A member of the Academic Management Team (Director of Studies)
- The Principal

Accommodation problems

If you have booked accommodation through the school, have already arrived in the UK and would like to discuss an issue relating to your accommodation, please refer to:

- The Registrar / Assistant Registrar (Accommodation)
- Accounts Manager

You can also submit your complaint in writing.

If you have booked either a course, or accommodation, or both, through the school, have not yet arrived in the UK and would like to discuss any issue relating to your course, accommodation or visa application (if applicable), please contact :

- The Registrar or Assistant Registrar (Accommodation) on:

Enquiries
Mayfair School
of English (Ltd.)
103a Oxford
Street
London W1D 2HG
enquiries@mayfairschool.co.uk
Tel: 0207 4379941

We will endeavour to respond immediately to any complaints. Where the student is not on-site or the complaint has come from a parent or legal guardian, we will seek to respond in writing within 48 hours of receiving a complaint.

We believe it is possible to resolve most problems quickly and informally but if a student, parent or legal guardian is dissatisfied with the way their concerns have been dealt with, they should write formally to:

The (Managing) Director /
Principal Mayfair School of
English (Ltd.) 103a Oxford
Street
London
W1D
2HG
helenthompson@mayfairschool.co.uk
Tel: 0207 4379941

The (Managing) Director / Principal will hold an investigation and provide a response in writing, normally within a period of 14 days.

In the case of expulsion, a student, parent or legal guardian has the right of appeal but an appeal can only be heard after the student has been removed from the school.

In the final instance where a student, parent or legal guardian remains unsatisfied having followed the procedures described above, they should contact English UK for further guidance.

You can contact English UK at 219 St John Street, London, EC1V 4LY. You can email: info@englishuk.com or call: 02076087960.

We are committed to providing high quality tuition and pastoral care. Our school is regularly inspected by the [British Council](#) and the [British Accreditation Council](#) and is a member of [English UK](#), which operates a complaints procedure.

1st January 2017

