

## STUDENT COMPLAINTS PROCEDURE

Here at TWIN English Centres, we want you to be happy while you are studying with us. We take all complaints seriously.

We aim to reply to all email complaints within 2 working days. We will try to find a solution to the problem that everyone is happy with. We will close a complaint case if we do not receive a response from the student within one week, unless there is a good reason for this.

Please note that we can only act on a student complaint if the procedure below is followed.

### 1. Lessons

If you have any complaints about your lessons, you should speak first to **your class** teacher, explain your problem and see if it is possible to find a solution.

If you are still not happy, you need to speak to the **school academic management team in the office**, who will discuss your problem with your class teacher if necessary and try to resolve it.

If you are still not happy, please email the **International Director**, David Deere, before you finish your programme, at [ddeere@twingroup.org](mailto:ddeere@twingroup.org).

### In the UK

If you believe that Twin has not tried to resolve your complaint, you can contact **ENGLISH UK**, by email, within six months of finishing your

programme, at [complaints@englishuk.com](mailto:complaints@englishuk.com). For more information, please visit: <https://www.englishuk.com/complaints>.

### In Ireland

If you believe that Twin has not tried to resolve your complaint, you can contact **MARKETING ENGLISH IN IRELAND**, by email, within six months of finishing your programme, at [info@mei.ie](mailto:info@mei.ie) For more information, please visit: <https://www.mei.ie/student-complaint-procedure/>

### **2. Accommodation**

If you have any complaints about accommodation you have arranged through Twin, you should speak first to **a member of our accommodation team. You can ask at reception to do this.**

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### **3. Work Placement**

If you have any complaints about your work placement, **you should speak first to your immediate supervisor at your work placement.**

If you are still not happy, please contact your **Placement Officer at Twin.**

If you are still not happy, please email the **International Director**, David Deere, before you finish your programme, at [ddeere@twingroup.org](mailto:ddeere@twingroup.org)

#### 4. Other

If you have any complaints about anything else (for example your airport transfer, or the social programme), **you should speak first to the student services team.**

If you are still not happy, **please email the International Director, David Deere, before you finish your programme**, at [ddeere@twingroup.org](mailto:ddeere@twingroup.org)

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