



**English  
Path**

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## **English Path Complaints Policy**

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## Step 1.

### Informal Complaint

If your complaint is related to lessons or classes, then speak to your teacher first. If your query is about anything else, speak to a member of the Student Services Team. You will almost always receive a resolution to your complaint within twenty four hours. If you do not receive a resolution in a timely manner, please go to step 2, below.

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## Step 2.

### Written Complaint

If you are not satisfied by the outcome of your complaint/query then an official complaint can be made in writing.

The complaint form can be downloaded at <https://www.englishpath.com/policies-and-procedures/>, collected from Student Services Office or by emailing [info@englishpath.com](mailto:info@englishpath.com).

Please email the completed form to [info@englishpath.com](mailto:info@englishpath.com) and you will receive a reply within twenty four hours.

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## Step 3.

### Further action

If you are still unhappy after discussing your complaint with your school team, you can contact a member of the Senior Management Team, email addresses are below:

#### Operational Complaint

Canada: Susan Vilhena, [svilhena@englishpath.com](mailto:svilhena@englishpath.com)

Oren, [soren@englishpath.com](mailto:soren@englishpath.com)

UK and Ireland: Sian Matos, [smatos@englishpath.com](mailto:smatos@englishpath.com)

Europe: Allen Lofaro, [alofaro@englishpath.com](mailto:alofaro@englishpath.com)

Middle East: Gareth Smith, [gsmith@englishpath.com](mailto:gsmith@englishpath.com)

#### Academic Complaint

Global: Mary-Ellen Wright, [mwright@englishpath.com](mailto:mwright@englishpath.com)

#### Online Complaint

Greg Nowak: [gnowak@englishpath.com](mailto:gnowak@englishpath.com)

#### Managing Director of English Path

Mike Summerfield: [msummerfield@englishpath.com](mailto:msummerfield@englishpath.com)

**In addition to the official complaint's procedure, students can make complaints through the channels below:**

**First Week Survey:** Students are surveyed during the first week of their student journey at English Path. They are able to leave feedback and make a complaint during this process. A score of three or below will be treated as a complaint and you will be contacted by a member of the English Path team. We will action as necessary and your complaint will be recorded in our complaints log.

**Mid-Course Survey:** Students are surveyed mid-way through their student journey at English Path. They are able to leave feedback and make a complaint during this process. A score of three or below will be treated as a complaint by student services, followed up by the student's services officer, actioned if necessary and recorded in the complaints log.

**Leavers Survey:** Students are surveyed during the last week of their student journey at English Path. They are able to leave feedback and make a complaint during this process. A score of three or below will be treated as a complaint by student services, followed up by the student's services officer, actioned if necessary and recorded in the complaints log.

**Members of Staff:** Students can talk to any member of staff at any time during their course. For issues with their classes, they should ideally speak to their teacher or an Academic Manager. For personal problems, or issues with accommodation, they should speak to a member of Student Services

**Suggestion boxes:** Students can leave anonymous feedback through the Ep suggestion boxes. When a complaint is received the same process as above will apply