



# COMPLAINTS PROCEDURE

Dear International Group Leader/Student

- If you have an issue with the accommodation, please talk to the Welfare Manager or a Welfare Leader
- If you have an issue with the teaching programme, please talk to the Academic Manager
- If you have an issue with the social programme, please talk to the Activity Manager
- If you feel that your complaint has not been deal with adequately, you are welcome to speak with the Centre Manager. Please contact the Centre Manager while you are at the centre, so as we can help you with your problem before you leave. You may be required to fill out a Complaint Form – this will allow BSC YL to officially log your complaint
- If the Centre Manager cannot solve your problem or answer your questions to your satisfaction, you can contact the YL Operations Managers or the YL Academic Operations Manager Programmes (via email, letter or phone call).

**Lee Hall**  
Young Learners Operations Manager  
BSC Education Young Learners (BSC YL)  
Lees House,  
21-33 Dyke Road,  
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BN1 3FE  
United Kingdom  
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Tel: + 44 (0) 7717 569 713

**Julia Radlinger**  
Young Learners Academic Operations Manager  
BSC Education Young Learners (BSC YL)  
Lees House,  
21-33 Dyke Road,  
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- If you are still unhappy with the way your complaint has been treated, British Study Centres advises you to send an email of complaint to Young Learners Central no later than 72 hours from the final day of your stay to:

**Charlie Tweddle**  
Operations Director  
BSC Education Young Learners (BSC YL)  
Lees House,  
21-33 Dyke Road,  
Brighton,  
BN1 3FE  
United Kingdom  
[charlie.tweddle@bsc-education.com](mailto:charlie.tweddle@bsc-education.com)

- British Study Centres will make every effort to investigate your problem and will give full consideration to the matters raised. After investigation British Study Centres will respond in writing to you within 15 working days. Should the matter continue to be unresolved you are welcome to contact English UK with any concerns you may have regarding British Study Centres at the following address:

**English UK**  
219 St John Street  
London EC1V 4LY

- British Study Centres are members of English UK. English UK is the world’s leading language teaching association and your guarantee of high quality and good service. Students can appeal to English UK if they are dissatisfied with the way a centre deals with a complaint.

[www.englishuk.com/complaints](http://www.englishuk.com/complaints)