

St Giles International Complaints Procedure

What to do if you are unhappy about anything during your time at St Giles

We do our best to make sure that you have a happy and satisfying educational experience while you're at our school, but from time to time you may have a problem and you may wonder what to do about your problem.

This is what to do:

- If you are unhappy about any aspect of our service please tell us as soon as possible so that we can try to help you. You can speak to any member of staff that you feel comfortable with.
- If you are still unhappy and wish to make a complaint, please speak to the Director of Studies (about your studies), Senior Registrar (about your booking) or Welfare Officer (about your accommodation and welfare). There is a poster in your classroom which contains a photo, the name and the location of a specialist staff member that has been trained to give you support in a range of specific areas. We take every complaint seriously and we will tell you within 24 hours what action will be taken to help you.
- If you are still not satisfied please ask to speak to the Principal (UK) or Center Director (USA/Canada). Our Principals / Directors are always happy to see you. You can also submit your complaint in writing.
- Our schools in the UK are members of English UK, an association for accredited English language schools. If you are still unhappy you may take your complaint to an independent ombudsman. The ombudsman has a lot of experience in the industry and will investigate the complaint. St Giles promises to accept any decisions made by the ombudsman. You can contact English UK at 219 St John Street, London, EC1V 4LY. You can email: info@englishuk.com or call: 020 7608 7960.
- Our schools in the USA are members of the American Association of Intensive English Programs (AAIEP). If you are still unhappy, you can contact them with your complaint. You can contact them at the following postal address: AAIEP Central Office, PO Box 1158, Pacifica, CA 94044; by phone on +1 415.926.1975, or by email: info@aaiep.org
- Our St Giles Vancouver centre is a member of Languages Canada, an association for accredited language schools in Canada and we agree to abide by Languages Canada Code of Ethics. Students have recourse to Languages Canada to manage serious disputes that are considered irreconcilable. You can contact them by post at Languages Canada, 5886 - 169A Street, Surrey, BC, Canada V3S 6Z8. You can phone them on +1 604-574-1532. You can also use their online contact form available here: <http://www.languagescanada.ca/en/contact-us>.