



Questions and Problems

We want you to have the best time possible at Burlington School. If you have any problems while you are here, please talk to us, and we will try and help you.

I think I am in the wrong class for my level of English.

Speak to your **Teacher**.

They will decide if you should be in a different class.

*If you are not happy with the decision, speak to the **Director of Studies** or **Deputy Principal** - they are the only people who can make this decision.*

I am unhappy with my teacher, my class, or the students in my class.

Speak to the **Director of Studies** or **Deputy Principal**.

I am unhappy with the service in the office or Reception, or in the café.

Speak to the **Deputy Principal**.

I am unhappy with my accommodation

Speak to the **Operations and Accommodation Officers**.

I am feeling unhappy or worried about something.

Speak to the **Welfare Officer**.

I am unhappy about something else

Speak to the **Deputy Principal**.

If we cannot solve your problem in this way, you can write to the Deputy Principal, Phil Bloomfield. He will investigate your problem and reply within 5 working days.

You can contact him at pbloomfield@burlingtonschool.co.uk

If this does not solve your problem, you can write to the Proprietor, Isabella Anders, within 5 working days of receiving the above reply. She will investigate your problem and reply within 15 working days.

You can contact her at principal@burlingtonschool.co.uk

If you are not satisfied with our response, or if you feel that you are unable to raise your concerns with us directly, you may contact our accrediting body English UK at:

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London
EC1V 4LY
UK

enquiries@englishuk.com