

We want our students to have the best time possible at Burlington School. If, however, there are any problems, please talk to us, and we will try and help.

Problem or Question

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



Speak to your teacher or to the Director of Studies.

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



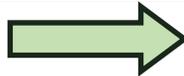
Speak to the Director of Studies or the Deputy Principal.

I am unhappy with the service I was given in the office.



Speak to the Office Manager or the Deputy Principal.

I am feeling unhappy or worried about something.



Speak to the Accommodation and Welfare Officer.

I am unhappy with my accommodation.



Speak to the Accommodation and Welfare Officer.

We will ask you to complete a short form so we can act on your complaint.

If we cannot solve your problem in this way, you can write to the Deputy Principal, Phil Bloomfield.

- You can contact him at pbloomfield@burlingtonschool.co.uk
He will reply within 5 working days.

If this does not solve your problem, you can write to the School's Proprietor, Isabella Anders within 5 working days of receiving the above reply.

- You can contact her at principal@burlingtonschool.co.uk
She will reply within 15 working days.

If you wish to complain before or after your course, please write to the Deputy Principal, Phil Bloomfield.

- You can contact him at pbloomfield@burlingtonschool.co.uk
He will reply within 5 working days.

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:

- English UK
219 St John Street
London
EC1V 4LY
UK
enquiries@englishuk.com