Founded in 1990

Burlington School

Excellence in English

English Language School in London

Onsite Residence Handbook

Adult Programme 16+



Accredited by the BRITISH COUNCIL for the teaching of English in the UK

MEMBER ENGLISH UK

TRINITY COLLEGE LONDON

YOUNG LEARNERS ENGLISH UK

Founded **1990**

Burlington School
Excellence in English



Welcome to Burlington School

This handbook gives you important information about living in our Onsite Residence. It will help make your stay with Burlington School more enjoyable.

If you have any problems or questions about your accommodation, please speak to us.

Staying in the onsite residence is an excellent way to improve your English by talking to people from around the world. Talk to other people in the residence and make sure you always ask questions when you don't understand something.

The way people live in London might be different from how they live in your country. You and the other people in the residence should show each other respect, and try to understand each other's differences.

We hope you have a wonderful experience!

Ed West

Ed West
Accommodation Manager and Designated Safeguarding & Prevent Lead
accommodation@burlingtonschool.co.uk


Image source: Canva

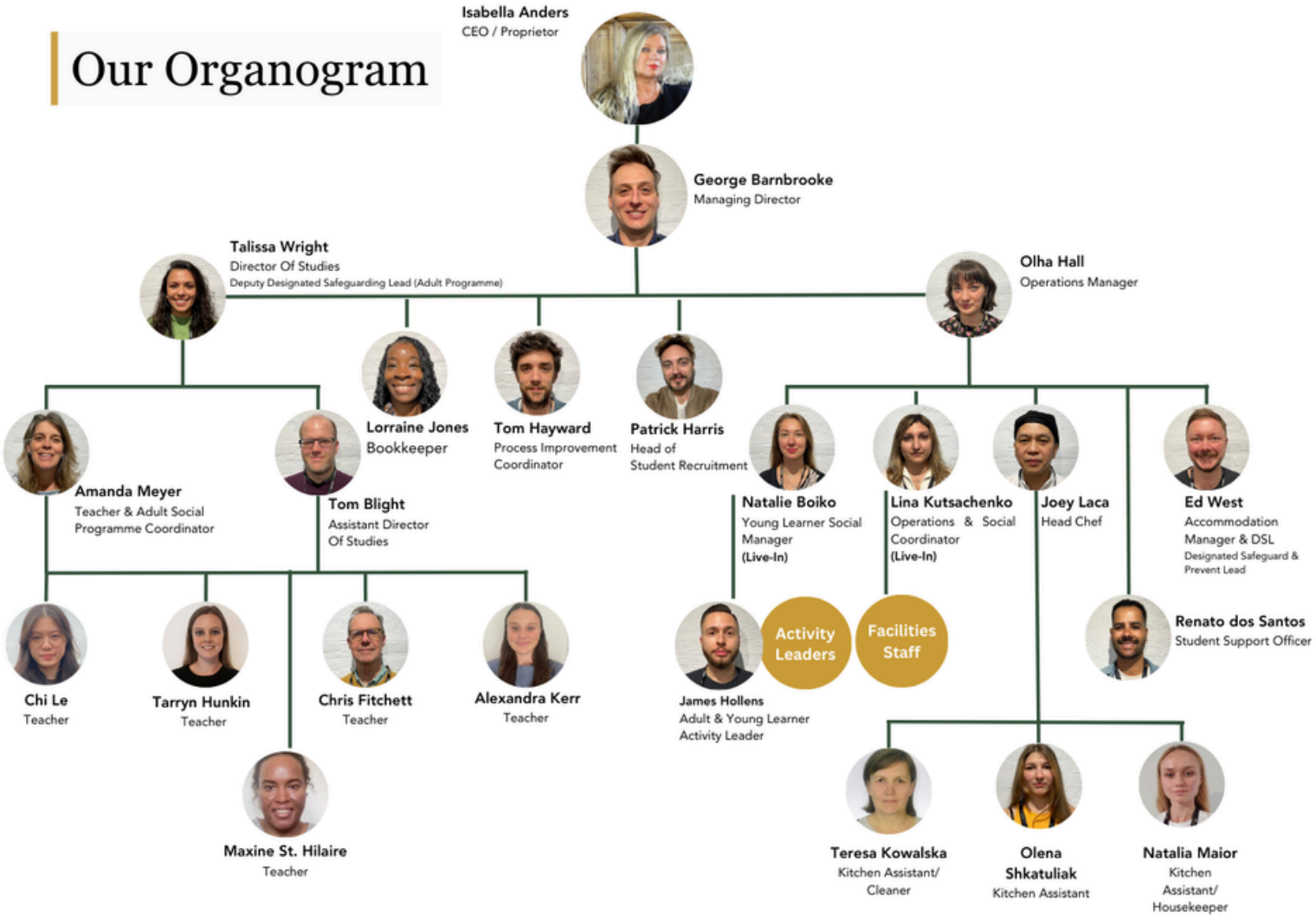
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Onsite Residence Handbook

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FOUNDED IN 1990

Our Organogram



Our Mission, Our Vision, Our Values

Our Mission

All staff strive to provide every student with a meaningful experience of the diverse British culture and English language as a global means of communication.

We continue to invest in training, resources and our premises to **give you the best opportunities for your future.**

In all we do, we aim to:

- offer **good value English courses** and an enjoyable learning experience in London.
- provide courses which **promote communication and understanding** between students from all backgrounds and cultures.
- equip our students with the language and skills needed to communicate **outside the classroom.**
- develop all staff by providing ongoing training opportunities.

Our Vision

Our vision is to provide our students with an accessible, all-inclusive, affordable English language education programme.

We aim to ensure that your access to a UK education is smooth and trouble-free, so you can focus on your studies and achieve your goals.

Our Values

Belonging
Passionate about our community

Supportive
…to staff and students

Excellence
…in English

Quick Facts

School Address:

Lord Annaly House
146A Bedford Hill
London
SW12 9HW
United Kingdom

Residence Address:

Lord Annaly House
146A Bedford Hill
London
SW12 9HW
United Kingdom

School and Residence Telephone Number:

+44 (0)20 7736 9621

24-hour emergency telephone

+44 (0)7539 156 567

Live-in Staff



Natalie Boiko
Young Learner Social Programme Coordinator
(Live-In)
social@burlingtonschool.co.uk
+44 (0)7539 156567

Message me on WhatsApp

My name is Natalie. I live in Room 207. I am available in case of emergency after 18:00.



Lina Kutsachenko
Social & Facility Coordinator
(Live-In)
+44 (0)7539 156567

Message me on WhatsApp

My name is Lina. I live in Room 110. I am available in case of emergency after 18:00.

LOCATION

Burlington School Onsite Residence Information

School Address
Lord Anally House
146a Bedford Hill
London
SW12 9HW
United Kingdom

Burlington School Onsite Residence is in Balham, a residential area in South London. London is made up of 6 transport zones, and Balham is in Zone 3. We are well connected to Central London by train (15 minutes), underground (20 minutes) and buses.



HOW TO GET TO BURLINGTON SCHOOL & RESIDENCE FROM LONDON AIRPORTS

Heathrow Airport (RECOMMENDED)

Train & Tube

1. Transfer to Heathrow Terminal 5
2. Heathrow Express to London Paddington
3. Walk to Paddington Underground Station
4. Circle line to Victoria
5. Victoria line to Stockwell
6. Northern line to Balham
7. Walk to Burlington School Of English

Approx Travel Time: 1 Hour 15 Minutes

Luton Airport

Train & Tube

1. Transfer to Luton Airport Parkway Rail Station
2. Thameslink to London St Pancras International
3. Walk to King's Cross St. Pancras Underground Station
4. Victoria line to Stockwell
5. Northern line to Balham
6. Walk to Burlington School Of English

Approx Travel Time: 1 Hour 30 Minutes

Gatwick Airport (RECOMMENDED)

Train & Tube

1. Walk to Gatwick Airport Rail Station
2. Southern to Clapham Junction
3. Southern to Balham
4. Walk to Burlington School Of English

Approx Travel Time: 1 Hour

Stansted Airport

Train & Tube

1. Walk to Stansted Airport
2. Greater Anglia to Tottenham Hale
3. Victoria line to Stockwell
4. Northern line to Balham
5. Walk to Burlington School Of English

Approx Travel Time: 1 Hour 45 Minutes

All Airports

Taxi (Black Cab or Uber)



Give the taxi driver this address:
Burlington School Of English
Lord Annaly House
146A Bedford Hill
London
SW12 9HW

Up To Date Travel Instructions

For up to date travel instructions please see Google Maps from this link or scan the QR code.

https://www.google.com/maps/

INFORMATION & RULES



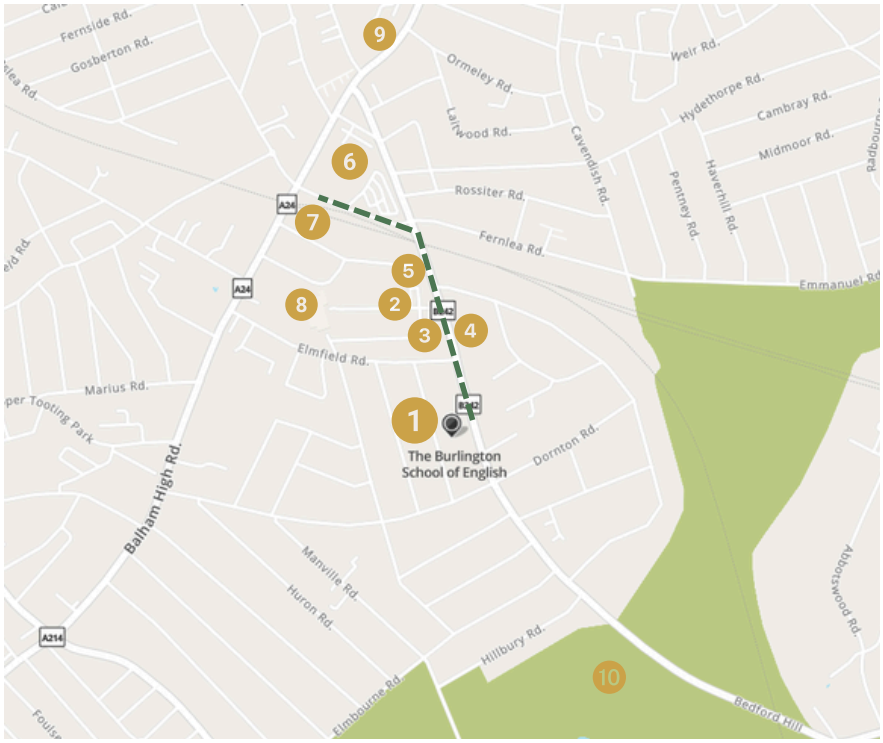






Local area

The local area of Balham has many high street shops within walking distance of the school such as TK Maxx, McDonald's and Subway. There are also a range of supermarkets and dry cleaners.
There are many places to eat and drink, including traditional English pubs, cafés, restaurants and coffee shops.
There is also a local leisure centre, including a gym and swimming pool.
For more information about the local area, feel free to talk to the Residence Supervisor or the Accommodation Manager, we are always happy to help and give advice!



1. Burlington School
2. Balham Health Centre
3. Bus Stop (Towards Balham Station)
4. Bus Stop (Towards Streatham and West Norwood)
5. Pharmacy
6. Supermarket
7. Balham Station
8. Balham Leisure Centre
9. Post Office
10. Park (Tooting Common)

-- Walking Route - Balham Stations to Burlington School

INFORMATION & RULES



Arrival

When you arrive at the residence, you will meet the Residence Supervisor who will show you around the residence. They will also give you a key to your room, which will work on the front gate and entrance door to the onsite residence. Please do not lose, or break this key or give it to anyone else. Lost keys will result in a £5 cost to replace it.



Bathrooms and Toilets

Here are some guidelines for bathroom use in our residence:

- Depending on your booking, your room may have a private bathroom or a communal one shared with other students.
- Students who share a communal bathroom are expected to keep it clean and tidy after use. Please be considerate of your fellow students.
- To maintain cleanliness, bathrooms are regularly cleaned by our facilities team.
- Please dispose of sanitary items such as tampons, wet wipes, and cotton buds in the sanitary bins provided, not down the toilet.
- Toilet paper, on the other hand, can be flushed down the toilet. Please do not put it in the bin.
- We clean all communal bathrooms and replace bathmats daily .



Bed linen and Blankets

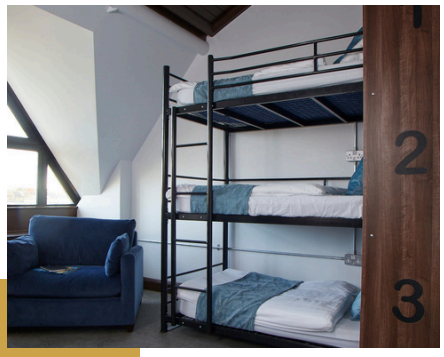
The Residence Supervisor will give you bedsheets to use during your stay. If you are cold at night, ask the Residence Supervisor for more blankets - don't be shy! They are always happy to help.



Behaviour

Please think about other people, and behave in a responsible and respectful way.
If any of our students behave in a way that affects the comfort and safety of others residents, we will take any action necessary to protect everyone else.
Please see the school code of conduct for further information.

INFORMATION & RULES



Changing your accommodation

If you want to change your accommodation, you must tell the Accommodation Manager and give four week's notice. However, if you have a serious problem with the onsite residence, we can move you immediately. If you decide to cancel the accommodation, with four week's notice, that has been arranged by the school, you can use the extra balance to pay for additional classes or a refund can be issued.

Please be aware that the months of July and August are very busy and London receives a high number of international students. Therefore, it is very difficult to find a spare bed. If you decide to change your accommodation, please be patient.



Communal Areas

You must keep the communal areas clean and tidy at all times. Communal areas are cleaned daily by the facilities team Supervisor.



Image source: Canva

Checking out procedure

When checking out, please check out by 10:00 and remember to take all your belongings with you. Your room will be inspected upon your departure and any damage found, or loss of property will be charged. Any belongings left in the room will be removed.

Please give your key to the Residence Supervisor, if you are leaving the residence outside of office hours, please leave your key in the key drop box near to the entrance of the school. We are more than happy to store your luggage if you have a later flight/pick up time.

INFORMATION & RULES



Cleaning

Mandatory cleaning will take place every day between 09:00 and 14:00 in the onsite residence.

Rooms

Your room cleaning schedule is on the notice boards.

Please only request bed linen on the day your room is being cleaned. Bedsheets are to be changed by yourself.

Please put litter in the bins provided.

Rubbish is collected daily from every room along with every room being checked every day.

Students are responsible for keeping their bedrooms and communal areas clean and tidy and making their own beds.

Students whose rooms are constantly left in a very poor state will be asked to leave the residence. When asked, students must provide access to their rooms to an authorised representative of the school.

The school reserves the right to enter without permission or to break into any room in case of emergency. If repairs must be carried out, you must also vacate your room; where possible, repairs will be carried out during normal working hours.

Bathrooms

Communal bathrooms including bathmats are cleaned daily.

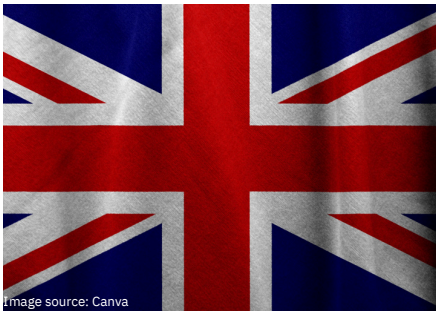
Bathrooms, shower rooms and other communal areas should be left clean and tidy.

Self Service Facilities

The fridge in the coffee bar is cleaned weekly. Any expired food or drinks will be disposed of.

If there is a problem with the cleaning service, students are asked to report to the school directly and not to engage in discussion with the cleaner.

INFORMATION & RULES


Image source: Canva

Culture

British climate, food and culture can be very different from what you are used to. Be patient. It may take a while to adjust. People will be interested in your culture - tell them about life in your country, share your experiences with them.

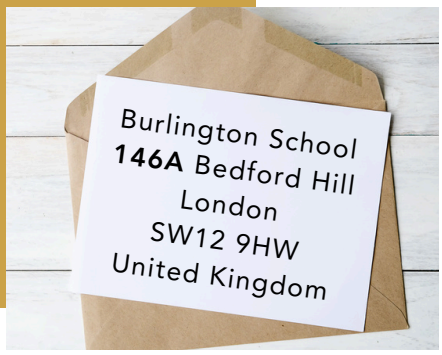
If you have problems adjusting to life in England, talk to one of our Designated Safeguarding staff.


Image source: Canva

Damage

To ensure a safe and secure environment, please adhere to the following guidelines in relation to property damage and responsibility:

- Any damage to the residence should be reported to the Residence Supervisor, and any resulting repair or replacement costs will be your responsibility.
- The school cannot be held responsible for any loss or damage to students' personal property, so please keep it secure at all times.
- Please note that the school's insurance policy does not cover personal property, so we strongly advise students obtain personal insurance for any valuable belongings.



Deliveries

You are more than welcome to get food, parcels and letters delivered to the school. Please ensure that you use the correct school address. It is important that you place an "A" after 146 in the school's address.

The school's address is:
Burlington School
146A Bedford Hill
London
SW12 9HW
United Kingdom

INFORMATION & RULES



Extending your stay

If you wish to extend your stay, please come and see us in the office and do so with as much notice as possible before checkout to ensure your room is still available. Please kindly note, that once you have booked and paid for your accommodation, we will need four weeks' notice if you wish to cancel the booking.

First Aid, Health & Safety & Fire Marshals

First Aid

Most members of Burlington School are first aid trained. If you injure yourself please come to a member of staff.

Health and Safety

We take your safety and that of your fellow students and the staff very seriously at Burlington school. We have designated health and safety officers in the school.

Fire Safety

The school has several Fire Marshals that are trained to deal with certain situations.

If a fire occurs and the fire alarm sounds, please leave the building immediately closing all doors behind you and follow the instructions of the Fire Marshals.

INFORMATION & RULES

First Aid, Health & Safety & Fire Marshals

Office Staff



George Barnbrooke
Managing Director and
Health & Safety Officer



Olha Hall
Operations Manager



Ed West
Accommodation Manager & DSL

Academic Staff



Talissa Collis
Director Of Studies



Tom Blight
Assistant Director Of Studies



Amanda Meyer
Teacher and Adult Social
Programme Coordinator

Live-In Staff



Natalie Boiko
Young Learner Social Programme
Coordinator **(Live-In)**



Lina Kutsachenko
Social & Facility Coordinator
(Live-In)

Facilities Staff



Joey Laca
Head Chef

First Aid

Fire Marshall

Health & Safety

First Aid, Fire and Health & Safety Staff

Evacuation Procedures

If you discover a fire in the school



1 Sound the alarm using the nearest call point



2 Call the fire brigade - the number is 999



3 Leave the school by the nearest fire exit

If you hear the fire alarm



1 Leave the school by the nearest fire exit



2 If you are in class, go with your teacher



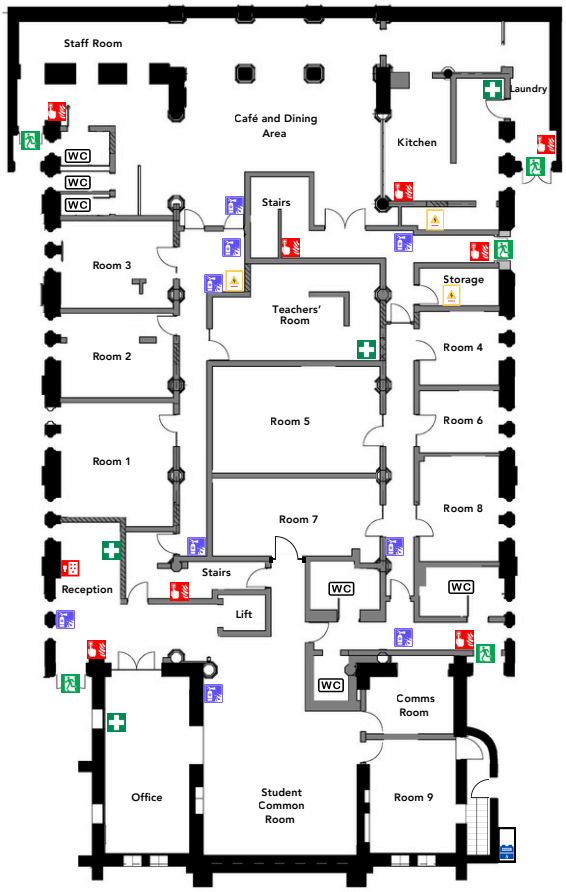
3 Do what the Fire Marshals tell you



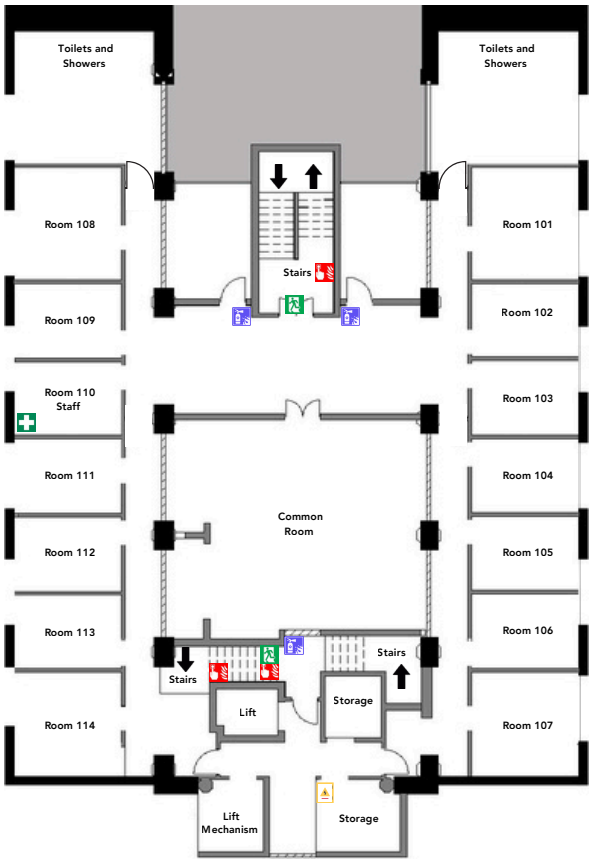
4 Go to the assembly point at Balham Health Centre

FLOOR PLAN

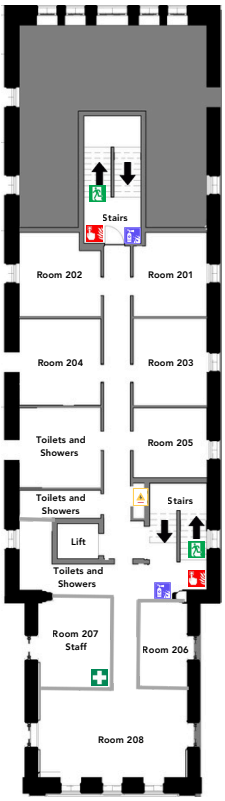
Ground Floor - School



First Floor - Residence



Second Floor Residence



Third Floor Residence



Burlington School Floor Plan

- WC Toilet
- Fuse Box
- Fire Extinguisher
- Fire Exit
- Fire Alarm Call Point
- First Aid Point
- Fire Alarm Switchboard
- Gas Meter

INFORMATION & RULES



Food

The price for the onsite residence includes breakfast, Monday to Sunday, and lunch Monday to Friday. You can also buy a dinner voucher if you wish, directly from the Coffee Bar. At the time of booking, please inform the school if you have any special dietary requirements.

If you have any allergies or dietary requirements, let the school know and we will do our best to accommodate you. It is always good to remind the school of any intolerance or allergies you have when you arrive.

Mealtimes
Breakfast 08:00 – 08:45 from Monday to Sunday.
Lunch 12:15 – 14:00 from Monday to Friday.
Dinner 18:00 – 19:00 (subject to demand)

Always try to be on time for your meals.

The coffee bar is situated on the ground floor of the school and serves as a resting and eating area. There may be occasional leisure programme activities outside school hours held here, but the coffee bar is usually available to those staying in the residence. The coffee bar is spacious and you should keep it clean and tidy.

The consumption of alcohol is prohibited on the school premises, including the onsite residence. The minimum legal age for drinking alcohol in the UK is 18 years of age.

Self Service Facilities

In the Coffee Bar you will find a kettle where you can make tea, coffee and other hot beverages during the day. Please make sure you keep this area clean and tidy.

You can heat up food in the microwave in the residence but there are no facilities for cooking. There is also a fridge for students to store their food in. Please ensure that each item placed in the fridge is clearly labelled with your name and room number. Labels will be provided by the school. This fridge is cleaned weekly and any expired food or drinks will be disposed of.





Drinking Water

There is a water fountain in the Coffee Bar with free drinking water available for students 24 hours a day.





FOOD

COFFEE BAR MENU

EXAMPLE

(V) - VEGETARIAN
PLEASE LET US KNOW
IF YOU HAVE ANY FOOD ALLERGIES
MENUS ARE SUBJECT TO CHANGE DUE TO
SEASONALITY AND PRODUCT AVAILABILITY

	BREAKFAST	SOUP	LUNCH	LUNCH (V)	DESSERT
MON	French Toast with Mixed Berries English Breakfast	Potatoe & Leeks Soup	Pork Adobo served with Rice	Tofu Chop Suey	School Jam & Coconut Sponge Loaf Cakes --- Fruit Salad in Lemon Grass Syrup & Chia Seeds
TUE	Full Continental Breakfast Eggs Benedict	Sweet Potato Soup with Harissa Chickpeas	Jamaican Jerk Chicken with Rice & Peas	Jamaican Vegetarian Patties	Blueberry Jam & Cream Cheese Frosting Cake
WED	Waffles & Berries English Breakfast	Tomato & Bean Soup with Bread Rolls	Beef Tikka Masala	Butter Cauliflower with Garlic Coriander Naan	Carrot Cake with Cream Cheese Frosting
THU	Full Continental Breakfast Avocado on Toast	Green Borscht	Greek Chicken Souvlaki with Homemade Tzatziki	Traditional Greek Roasted Vegetables Briam with Greek Style Bread	Peach Cobbler Apple Crumble
FRI	Scrambled Eggs, Bagels & Smoked Salmon	Creamy Vegetable Country Soup	Chinese Braised Beef over Rice	Vegetable Sacha with Chami Noodles	Fruit Salad in Kafirr Lime Syrup & Chia Seeds
SAT	Full Continental Breakfast Avocado on Toast				
SUN	Waffles & Berries English Breakfast				









INFORMATION & RULES


Image source: Canva

Heating, Lighting & Electrical Devices

You are requested to switch off the lights when you are not in your room. The residence is always kept at a comfortable temperature throughout. If you have any problems with the lighting and heating, please speak to the Residence Supervisor, or the Accommodation Manager.

Make sure that all the electrical devices are used safely.


Image source: Canva

Holidays

Students wishing to leave the residence temporarily will still have to pay full rent unless 4 weeks notice is given.



Image source: Canva

Zero Tolerance

Burlington School has a Zero Tolerance Policy on the supply and use of drugs, possession of weapons, bullying and harassment.
The School has formal disciplinary procedures that are used in such cases and these can lead to penalties which may include eviction from the accommodation, fines, suspension and expulsion from the School.


Image source: Canva

Laundry

We offer a laundry service at Burlington School. A student must purchase a laundry bag from the school for their first wash for £2 and keep this bag to use for any future laundry washes. It costs £8 to wash and dry per load. Please come to our reception area to pay and receive a laundry bag. Please separate whites from darks; if washing both, two loads need to be paid for.
Please request laundry service Mon-Fri 09:00 – 18:00.
Burlington Residence is not responsible for any loss or damage to clothes.

INFORMATION & RULES


Image source: Canva

Payment

Whenever you need to pay for your accommodation, please come to the office to discuss it along with extending your stay. We accept payment by cash, credit/debit card and BACS - unfortunately we are unable to accept American Express (AMEX).


Image source: Canva

Problems

If you have any problems with the residence during your stay, first tell the Residence Supervisor. If you are still unhappy, please see the Accommodation Manager and don't be shy - we are always happy to help!


Image source: Canva

Prayer Rooms

Students are more than welcome to use the study rooms on the first floor as prayer rooms. If you need access to these Study Rooms, please come and see a member of staff.



Image source: Canva

Smoking & Vaping

Smoking and vaping is not permitted anywhere inside or outside the school.

INFORMATION & RULES



Student ID

Students must wear their lanyard with student ID whilst on the school premises.



Study Space

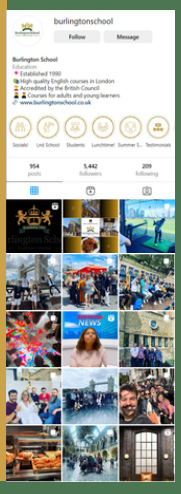
There are several study spaces located around the residence for you to use as you please. Please keep these areas clean and tidy.


Image source: Canva

Telephone

Please make sure your family and friends telephone you at appropriate times. Your roommates and residence supervisor do not want to be woken up at night by late telephone calls.

Have you seen our Instagram?



Scan to follow us!

Internet Access and Social Media

Internet Access

We have free Wi-Fi in the school and the onsite residence. The internet has blocks on certain websites that you will not be able to access here. Accessing illegal or age-restricted websites is against the school rules.
Network: BS Student
Password: BS2019!!!

Social Media

Follow our Instagram page (@burlingtonschool) for all our news. Tag Burlington School in your posts, so we can share them.
We might want to message you using WhatsApp, so please install it on your phone. You can contact staff via WhatsApp if you need assistance and it is free to use.

INFORMATION & RULES


Image source: Canva

Towels

Towels are not provided but can be rented from the reception for £2. Please leave them in your room after you check out.



Transport

The nearest underground and train station to the onsite residence is Balham. Bus numbers 155, 249, 255 and 315 also stop near the school. If you are unsure, ask a member of staff to tell you where the nearest bus stop or station is.


Image source: Canva

Valuables

Students are responsible for their own valuables. The school's insurance policy does not cover your personal belongings anywhere in the residence. We therefore recommend you purchase suitable insurance to cover this.



Visitors

Guests and visitors are not permitted in the onsite residence.

Guests

Non-residents are not allowed in the onsite residence. Non-residents are allowed in the school coffee bar, but:

- Only students of the school are allowed. Non-students are not allowed on the school premises.
- All non-residents must leave the school by 18:00

Quiet Times

Please keep noise to a minimum between 22:00 and 07:00.
Do not make any noise in the courtyard between 22:00 and 07:00. Do not have a shower between 23:00 and 06:00

SAFEGUARDING GUIDELINES

	16 and 17-year-olds on the Adult Course
Course	• The lessons will take place with students over 18 years old. • If you are more than 10 mins late for your lessons, you will be contacted via our emergency phone number. If no contact can be made, your parent/guardian will be contacted. • You will not be supervised between lessons, during lunchtime and after your lessons. • You will also not be supervised while returning to your homestay or independently arranged accommodation.
Accommodation	**Onsite Residence** You must be back in the onsite residence by 22:00 and sign your name at reception. The Live-In Residence Supervisor will check you are back in the onsite residence by 22:00 every evening. If you have not returned by 22:00, you will be contacted via our emergency phone number. If no contact can be made, your parent/guardian will be contacted. If you are planning to stay the night outside of the onsite residence, you must inform the Live-in Residence Supervisor or Accommodation Manager 24 hours in advance with full details of where you are staying. The school has the right to refuse overnight stay requests that are deemed unnecessary or unsafe. Please note, the onsite residence is shared with students aged 18 and over, where possible on separate floors. Students will share a room with other students under 18 and of the same gender. If you have not booked an en-suite room, you will use the shared bathroom facilities with other under 18s of the same gender. **Homestay** You must book Half Board. You can go out on your own but you must be home by 22:00. This is non-negotiable, so please do not ask your homestay if you can come back any later. If you arrive home late, the school will be informed and action will be taken. If you need to take public transport to get back to your homestay or onsite residence, please allow plenty of time for travelling to avoid being late.
Airport transfer	You are advised to book airport transfers to avoid any problems upon arrival or departure. If you are travelling with a named relative, we need to be provided with this information in advance in the school Consent Form.
Meals	Meal plans depend on the type of accommodation you have booked. If you are using the onsite residence, breakfast and lunch or dinner (occasionally packed) will be provided Mondays to Fridays. Only breakfast is provided on Saturdays and Sundays. If you have booked Homestay Half Board, breakfast and dinner will be provided. You should ensure that you have sufficient pocket money to pay for additional meals, as required.
Social Programme	The school's Social Programme is not compulsory on the Adult Programme. Burlington School runs weekly Social Programme activities in the afternoons or weekends (occasionally by third party companies with additional costs). Some Social Programme activities will be for over 18s only, so you will not be allowed to join. All school activities are supervised by school staff. However, it should be understood that students attending evening social events are expected to arrange their own travel home. We strongly advise you to return to your accommodation with a friend, or preferably take a taxi when it is dark.
Authorised unsupervised times	If given permission on your Consent Form, you are allowed to leave the premises or accommodation unsupervised, but you must be back in the onsite residence by 22:00. Whilst we welcome students aged 16-17 on our Adult Courses, it should be understood that we do not provide 24 hour supervision and therefore it is very important that your parents and guardians consider whether you are sufficiently emotionally mature to act responsibly during your stay on our Adult Programme. Burlington School endeavours to liaise with parents, guardians and registered ETO's (agents) whenever there are concerns about a student under 18.

SAFEGUARDING

At Burlington School the welfare of our students is paramount. Our Safeguarding Policy aims to:

- ensure that all students aged under 18, and all students classed as "vulnerable", are protected from potential abuse by staff, representatives, sub-contractors and fellow students of Burlington School;
- inform Burlington School staff, representatives and sub-contractors of their responsibilities when working with children and vulnerable adults;
- highlight our commitment to the safe recruitment, selection and vetting of staff, accommodation providers and other suppliers;
- ensure that all staff, representatives and sub-contractors are aware if any student is under 18 and of any special procedure(s) which are applicable;
- ensure that all relevant staff, representatives and sub-contractors are aware of any students classed as "vulnerable", of any special procedure(s) which are applicable.

Full details of our safeguarding procedures can be found in The Schools Safeguarding and Welfare Policy



INFORMATION & RULES

Safeguarding Team

Burlington School offers full support to all students when it is needed. We are always here to talk about any situation and more than happy to help. If you are concerned about anything serious then you can talk to the Designated Safeguarding Lead or any support staff at the School. There are also external agencies around the local area that can assist you in confidence with any matters worrying you.

Please see below the list of Safeguarding Staff:



Ed West
Accommodation Manager & DSL
Designated Safeguard & Prevent Lead
accommodation@burlingtonschool.co.uk
+44 (0)7539 156567
See me about
your accommodation & welfare
Message me on WhatsApp

Designated Safeguarding & Prevent Lead

See this person when...

- you are feeling unhappy about something
- you are feeling worried about something
- you are being bullied
- you are worried about somebody else
- you have some questions about British culture and values



Talissa Collis
Director Of Studies
Deputy Designated Safeguarding Lead
dos@burlingtonschool.co.uk
See me about
the school, your course & welfare

Deputy Designated Safeguarding Lead

See this person when...

- you are feeling unhappy about something
- you are feeling worried about something
- you are being bullied
- you are worried about somebody else



Tom Blight
Assistant Director Of Studies
ados@burlingtonschool.co.uk
See me about
the school & your course

Deputy Designated Safeguarding Lead

See this person when...

- you are feeling unhappy about something
- you are feeling worried about something
- you are being bullied
- you are worried about somebody else

24-hour emergency number

If you need help at any time, please call the school's 24-hour emergency phone number:

- From UK Phones: 07539156567
- From non-UK Phones: +44(0)7539156567

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, Assistant Director of Studies or Young Learner Programme Coordinator.

I am unhappy with my teacher, my class, or the students in my class.	Speak to	 Talissa Collis, Director of Studies Tom Blight, Assistant Director of Studies 
I am unhappy with the service in the office or Reception, or in the coffee bar.	Speak to	 Olha Hall, Operations Manager
I am unhappy with my accommodation.	**Speak to**	 Ed West, Accommodation Manager & Designated Safeguarding & Prevent Lead
I am feeling unhappy or worried about something.	**Speak to**	 Ed West, Accommodation Manager & Designated Safeguarding & Prevent Lead
I am unhappy with the social activities.	**Speak to**	 Amanda Meyer, Adult Social Programme Coordinator Natalie Boiko, YL Social Programme Coordinator 

If we cannot solve your problem in this way, you can complete a complaints form which is available on our website or write to the Managing Director, George Barnbrooke.
He will investigate your problem and reply within 5 working days.
You can contact him at marketing@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, you should contact our accrediting body English UK at:
47 Brunswick Court
Tanner Street
London
SE1 3LH
UK
enquiries@englishuk.com

MEMBER ENGLISH UK

INFORMATION & RULES

Finally…

If you have any questions or issues, please contact the Residence Supervisor via phone at 075391 56567 (for UK phones) or +44 7539156567 (for non-UK phones).

You may also speak with an Accommodation Manager at the school office or call the 24-hour emergency number at the same phone numbers. These numbers should be saved in your phone contacts. Remember, if any issues arise, reach out to the Residence Supervisor or Accommodation Manager for assistance.

Additionally, the school is available 24/7 and can be contacted at 07539 156 567 (for UK phones) or +44 7539156 567 (for non-UK phones) if you need to get in touch with us after hours or on weekends.





English Language School in London

Burlington School

Excellence in English

Website
www.burlingtonschool.co.uk

Instagram
@burlingtonschool

Lord Annaly House
146a Bedford Hill
London SW12 9HW
United Kingdom

+44 (0)20 7736 9621

info@burlingtonschool.co.uk

Proprietor: Isabella Anders

Accredited by the BRITISH COUNCIL for the teaching of English in the UK

MEMBER ENGLISH UK

TRINITY COLLEGE LONDON

YOUNG LEARNERS ENGLISH UK