



Student Complaints Procedure

Our Promise

At Foyle International, we want you to have a good and safe experience.

If you have a problem, we want to help you.

We will be fair, polite, and quick.

If You Have a Problem

Please talk to a member of staff.

You can speak to:

- your teacher,
- another member of staff,
- the Institute Director,
- or a student mentor.

Many problems can be solved by talking first.

If the Problem Is Not Solved

You can make a formal complaint.

To do this:

1. **Contact the school** and ask to speak about the problem OR
2. **Write to the Operations Manager** at:

Foyle International

72 Great James Street

Derry

BT48 7DE

Please write:

- your name,
- your contact details,
- what the problem is,
- what you want to happen.

3. We will look at your complaint and try to help.

We will reply as soon as we can.

If You Are Still Not Happy

If you are still not happy after we reply, you can contact **English UK**.

Website: www.englishuk.com

Important

- We will treat your complaint fairly.
- You will not get into trouble for making a complaint.
- If the problem is about safety, we will follow our safeguarding rules.