

## Complaints Procedure

We hope that all our students have a fantastic experience with us at SBC. In the unlikely event that there is a problem during their stay, it is important for us to have processes in place to ensure that we can quickly resolve any issues.

Upon arrival at Summer School, students will be informed of who to contact should they have any challenges during their stay. Our trained pastoral staff are available to attend to any issues relating to welfare and our management teams are always available to deal with any complaints a student may have.

Should your child have any complaints regarding the service they have received from Summer Boarding Courses, please encourage them to speak to the on-site management team at the earliest opportunity.

Alternatively, you can call to speak to a member of our Head Office team who are always available to speak to you on the phone before and during the summer.

Please contact your Admissions Manager: [admissions@summerboardingcourses.co.uk](mailto:admissions@summerboardingcourses.co.uk)  
+44 1943 878 518

If you remain dissatisfied with how we have addressed your complaint, then we need you to tell us about it in writing. Please send us your complaint, in writing, to our Head Office.

To resolve complaints quickly, we recommend that you email us at:  
[complaints@summerboardingcourses.co.uk](mailto:complaints@summerboardingcourses.co.uk)

Alternatively, you can write to us at:

**Summer Boarding Courses Ltd**  
**Dukes House**  
**58 Buckingham Gate,**  
**London, SW1E 6AJ**

**To help us to address your complaint as quickly and efficiently as possible, please include:**

- Your child's full name and your name
- Your daytime telephone number.
- Full details of your complaint
- Copies of any documentation relating to your complaint



## How we will respond to your complaint:

Once we have received your complaint, we will contact you by phone or by email within 3 working days. We believe that it is always better to talk things through and resolve any complaints as quickly as possible.

## What we do if your complaint is upheld:

If your complaint is upheld, we will offer a full explanation and an apology, taking any actions necessary to solve the problem.

## What do we do if you are unhappy with your complaint resolution:

If you are unhappy with the decision regarding your complaint, you can refer your complaint to English UK: <https://www.englishuk.com/complaints>