



MAYFLOWER COLLEGE

Mayflower College Complaints Policy

If you have a problem during your time at Mayflower College then we want to hear about it and we want to help you! Weekly feedback forms are provided and any suggestions are welcomed.

Please feel free to raise problems or concerns at any time.

Academic issues:

1	Please see your teacher or personal tutor in the first instance.
2	If the problem is not resolved then please ask to see the Director of Studies (or email if you prefer): Steve Voysey- steve@maycoll.co.uk

You can also email complaints to office@maycoll.co.uk

Non-academic issues:

1	Please see a member of the office staff (or email if you prefer): Student Welfare Officer Naomi Cousans - naomi@maycoll.co.uk
2	If the problem is not resolved then please ask to see the General Manager (or email if you prefer): Jill Tyler - jill@maycoll.co.uk

Still not satisfied?

We aim to resolve issues quickly and informally but if students (or parents/agents) are dissatisfied with the outcome, please email the owner and Director: **Paul Stevens** - english@maycoll.co.uk

Mayflower College is accredited by the British Council (Accreditation UK) and member of English UK. If you are not satisfied your complaint has been dealt with fairly by Mayflower College, then you can complain to either of these external organisations:

<p>English UK Registered Office: 47 Brunswick Court, Tanner Street, London, SE1 3LH E-mail: complaints@englishuk.com View the complaints procedure at www.englishuk.com/en/students/english-in-the-uk/student-complaints-procedure</p>	<p>British Council Customer Services: Accreditation Unit Bridgewater House, 58 Whitworth Street Manchester, M1 6BB, UK +44 (0)161 957 7755 E-mail: accreditation.unit@britishcouncil.org View their complaints procedure online at www.britishcouncil.org/education/accreditation/information-on-students-agents/student-complaints</p>
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Last reviewed: 01/12/22