

# How to make an complaint

**Not happy?**

**Any problems  
with your  
lessons/  
activities?**

**Any problems  
with your  
accommodation/  
welfare?**

**Speak to your  
Teacher or  
activity/group  
leader**

**Speak to your  
student Welfare  
Officer - Natalia  
Knott**

## **Contact:**

**English UK**

<https://www.englishuk.com/complaints>

**British Council**

<https://www.britishcouncil.org/education/accreditation/information-students-agents/student-complaints>

**Still not happy?**

**Speak to  
Vice -  
Principal,  
James Knott**