



Student Complaint Policy

Issues & Complaints

We hope that your experience here at Pilgrims English Language Courses is as enjoyable as it is educational!

However, if you are unhappy or have any problems during your time here please feel free to approach:

- The Welfare Officer for all non-academic issues, including accommodation, catering etc.
- Your teachers, the Programme Orchestrator or the ELT Quality Manager for all course-related issues
- The Principal for any interpersonal related concerns (abusive behaviour, harassment, inequality etc.)

We are happy to take time to speak to you at any time in private about any problems you may encounter and help to solve them.

If you feel that you cannot speak to someone at Pilgrims and wish to contact someone at our main office please put your complaint in writing and mail it to:

The Director
OISE Language Coaching
38 Binsey Lane
Oxford
OX2 0EY

If you feel your problem is still not resolved you can contact English UK. For details of the EnglishUK complaints process, please visit www.englishuk.com.