

Complaints Procedure

We want all of our students to have positive experience at WE Bridge Academy. If you are unhappy about any aspect of your experience, please follow the procedure below:

- You should talk to the staff member who will try to fix the problem.
- If the problem is not fixed, or if for any reason you do not want to talk to the staff member, then please talk to either the Director of Studies (Rachel Monk) or Managing Director (Penny Mathews).
- Following an investigation by management, you will be given an explanation and told how the academy will respond to your complaint.
- Where possible and appropriate, the school will put right the cause of your complaint.
- If your complaint is found not to be justified, the school will give you a reason for this decision and a chance to discuss this if you wish.
- If you would like to appeal the decision, then the matter will be referred to WE Bridge Academy's advisory board.
- If you are still not happy with the outcome, you can pass your complaint on to English UK. You can:

Write to them at: [English UK, 219 St John Street, London, EC1V 4LY](#)

or

Email: info@englishuk.com

Full details of the English UK's complaints procedure can be found at:

<https://www.englishuk.com/en/students/complaints-procedure>