



English Path

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English Path Global Complaints Policy & Procedure

Version History

Version	Author	Reviewed by	Pages	Approved by	Date published
3.1	Mike Summerfield	-	11	Sian Matos (Head of Operations – Uk & Ireland)	06.11.2025
3	Mike Summerfield	Juliette Synnott-Lee	12	Mike Summerfield (Managing Director)	11.06.2025
2	Mike Summerfield	Juliette Synnott-Lee	3	Mike Summerfield (Managing Director)	05.09.2023
1	Mike Summerfield	Dorian Grey	3	Mike Summerfield (Managing Director)	19.11.2021

Introduction

This policy has been developed to ensure institutional compliance with internationally recognised quality assurance frameworks and to uphold best practices in English language education. It is informed by current accreditation standards and regulatory expectations across key jurisdictions. The policy supports our commitment to continuous improvement, learner protection, staff development, and transparent institutional governance. It serves as a core component of our internal quality assurance system and provides a clear reference for staff, learners, and stakeholders in maintaining consistent, high-quality provision.

Translations available; please ask Student Services.



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Contents

1. Purpose..... 3

2. Scope 3

3. Definitions 3

4. Responsibility 4

5. Policy and Procedures..... 4

 Step 1. Informal Complaint..... 4

 Step 2. Written Complaint..... 4

 Step 3. Appeals Process 5

 External Escalation..... 5

 Alternative Complaint Channels and Feedback Mechanisms 5

 Confidentiality..... 6

 Non-Retaliation 6

 Accessibility..... 6

6. Policy Review..... 7

7. Related Policies and References 7

8. Forms 7

9. Appendices 7

 Appendix A – Complaint Steps Flowchart. 8

 Appendix B – Accreditation Bodies and Associations..... 9

 Appendix C – Sample Poster for School Notice Boards 11

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1. Purpose

The purpose of this policy is to provide a transparent, structured, and fair procedure for managing student complaints at English Path. It ensures that concerns are addressed promptly, confidentially, and impartially, supporting a culture of continuous improvement and learner protection. The policy aligns with applicable national and international accreditation standards including those of Accreditation UK/British Council, QQI (Ireland), Languages Canada, Eaquals, ELICOS, the ELT Council (Malta), and the ESOS Framework (Australia) to uphold rigorous quality assurance, student welfare, and continuous improvement across all English Path campuses.

2. Scope

This policy applies to all current students enrolled at any English Path location globally, including Young Learners (under 18s). It covers all areas of the student experience, including academic matters, administrative services, accommodation, welfare, and campus facilities. The policy is relevant to informal concerns, formal complaints, and any subsequent appeals, and is designed to ensure that all students can seek resolution without fear of retaliation or disadvantage.

3. Definitions

Appeal: A request for a review of a decision made in response to a formal complaint.

Complaint: A formal expression of dissatisfaction by a student regarding any aspect of their educational experience, including academic services, administration, facilities, accommodation, or welfare.

Complainant: The individual who submits a complaint.

Formal Complaint: A written complaint submitted using the official procedure when informal resolution is unsuccessful or inappropriate.

Informal Complaint: An issue raised verbally or in writing with the intent of achieving a quick, local resolution without engaging the formal complaint process.

Retaliation: Any adverse action taken against an individual as a consequence of lodging a complaint or participating in the complaint process.



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4. Responsibility

The implementation and oversight of this Complaints Policy are shared across various roles within English Path:

Students are responsible for raising concerns promptly and engaging respectfully in the complaints process.

Student Services Officers and Teachers act as the first point of contact for complaints and support students through informal and formal resolution stages.

Academic Managers and Directors of Studies handle academic-related complaints, ensuring pedagogical matters are addressed appropriately.

Senior Leadership Team is responsible for reviewing and resolving escalated complaints, ensuring adherence to policy and procedural fairness.

The Managing Director holds ultimate accountability for the effective governance of the complaints process and for ensuring compliance with applicable accreditation standards and legal requirements.

All new staff receive guidance on the complaint's procedure, including how to respond to student concerns, as part of their induction week.

5. Policy and Procedures

Step 1. Informal Complaint

If your complaint is related to lessons or classes, then speak to your teacher first. If your query is about anything else, speak to a member of the Student Services Team. You will almost always receive a resolution to your complaint within twenty-four hours. If you do not receive a resolution in a timely manner, please go to step 2, below.

Young Learners are encouraged to raise concerns with any trusted adult at English Path, including teachers, activity leaders, group leaders, or welfare staff. If a young learner feels uncomfortable making a written complaint, staff will assist them in doing so, or act on their behalf through the complaint process where appropriate.

Step 2. Written Complaint

If you are not satisfied with the outcome of your complaint/query, then an official complaint can be made in writing. The complaint form can be downloaded at <https://www.englishpath.com/policies-and-procedures/>.



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collected from Student Services Office or by emailing info@englishpath.com. Young learners can be supported by staff or have a parent, guardian, or trusted adult submit the written complaint on their behalf.

Please email the completed form to info@englishpath.com and you will receive a reply within twenty-four hours.

Step 3. Appeals Process

If a student is dissatisfied with the outcome of a formal complaint, they may submit a written appeal within five working days of the decision. The appeal should include a clear explanation of the grounds for the appeal and any supporting evidence. Appeals must be submitted via email to the relevant Regional Manager who will review the original complaint, the response provided, and any additional evidence or context. A written final decision will be communicated to the student within ten working days of receiving the appeal. This decision is final.

Academic Complaint Global: Mary-Ellen Wright, mwright@englishpath.com

Australia: Mark Bailey, mbailey@englishpath.com

Canada: Susan Vilhena, svilhena@englishpath.com

Europe: Allen Lofaro, alofaro@englishpath.com

Middle East: Gareth Smith, gsmith@englishpath.com

Online Complaint: Greg Nowak, gnowak@englishpath.com

UK and Ireland: Sian Matos, smatos@englishpath.com

Young Learners: Romina Borderas, rborderas@englishpath.com

External Escalation

Students may also submit complaints to country specific accreditation bodies / membership associations as per the table in Appendix B

Alternative Complaint Channels and Feedback Mechanisms

In addition to the official complaints procedure, students can make complaints through the channels below:

Members of Staff: Students can talk to any member of staff at any time during their course. For issues with their classes, they should ideally speak to their teacher or an Academic Manager. For personal problems, or issues with accommodation, they should speak to a member of Student Services

First Week Survey: Students are surveyed during the first week of their student journey at English Path. They can leave feedback and make a complaint during this process. A score of three or below will be treated as a complaint and you will be contacted by a member of the English Path team. We will action as necessary, and



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your complaint will be recorded in our complaints log.

Mid-Course Survey: Students are surveyed mid-way through their student journey at English Path. They can leave feedback and make a complaint during this process. A score of three or below will be treated as a complaint by student services, followed up by the student services officer, actioned if necessary and recorded in the complaints log.

Leavers Survey: Students are surveyed during the last week of their student journey at English Path. They can leave feedback and make a complaint during this process. A score of three or below will be treated as a complaint by student services, followed up by the student services officer, actioned if necessary and recorded in the complaints log.

Suggestion boxes: Students can leave anonymous feedback through the Ep suggestion boxes. When a complaint is received the same process as above will apply.

Young Learners: Young learners can also raise concerns confidentially with the relevant Designated Safeguarding Lead, or any trusted staff member at their school.

Confidentiality

All complaints are handled with the highest level of confidentiality. Information shared during the complaint process will be disclosed only to individuals directly involved in resolving the issue or where disclosure is required by law. Records of complaints are securely stored and accessible only to authorised personnel in accordance with the institution's data protection policy.

Non-Retaliation

Students and staff have the right to raise complaints without fear of intimidation, disadvantage, or retaliation. Any form of reprisal against an individual for submitting a complaint in good faith will be treated as a serious disciplinary matter. English Path is committed to maintaining a supportive environment where all concerns are treated with respect and integrity.

Accessibility

To support equitable access, the complaints procedure is available in a simplified format upon request and can be explained verbally or translated for learners with language or accessibility needs. Students are made aware of complaints procedures during induction and orientation.



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6. Policy Review

This policy is reviewed annually or as required in response to changes in legislation, accreditation standards, or institutional practice. Reviews are coordinated by the Quality Assurance Team and approved by the Managing Director.

7. Related Policies and References

Find the relevant EP Policies [here](#).

- Statement of Student Rights and Responsibilities
- Safeguarding Policy
- Student Code of Conduct

This policy is informed by the following documents and standards:

External Standards and Guidelines

- British Council Accreditation UK Criteria 2024 (Third Edition, February 2025)
- QQI Code of Practice for the Provision of Programmes of English Language Education to International Learners (August 2024)
- QQI Statutory Quality Assurance Guidelines for English Language Education Providers (August 2024)
- Equals Quality Standards Version 7.3 (February 2025)
- ELICOS Standards 2018 (Australia)
- ASQA and CRICOS Standards for ELT Providers (Australia)
- Languages Canada Quality Assurance Standard (March 2024)
- ELT Council Malta: Policy Manual and Safeguarding Guidelines

8. Forms

- EP [Complaints form](#)
- Complaint Log (internal use)

9. Appendices

Appendix A: Complaint Steps Flowchart

Appendix B: Contact List of Accrediting Bodies

Appendix C: Sample Poster for School Notice Boards



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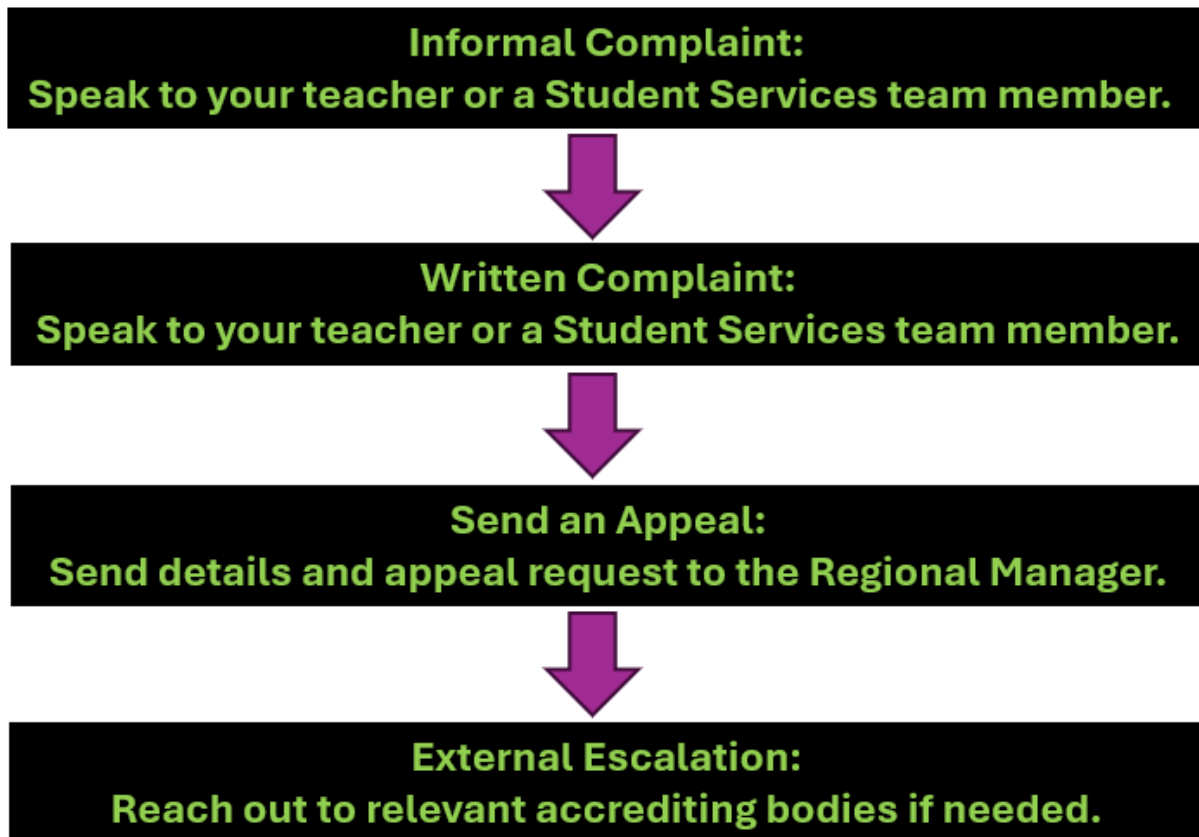
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Appendix A – Complaint Steps Flowchart.



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Appendix B – Accreditation Bodies and Associations

List of English Path Accrediting Bodies & Membership Associations Contact Details. If the parent of a student on one of our Young Learners programmes wishes to make a complaint they should so to the accrediting body relevant for the country in which they are studying.

Campus Location	Accreditation Body	Membership Association
London (Greenford)	British Council + 44 161 884 0291 British Council Webform Make a complaint British Council	English UK + 44 20 7608 7960 Complaints@englishuk.com
London (Canary Wharf)	British Council + 44 161 884 0291 British Council Webform Make a complaint British Council	English UK + 44 20 7608 7960 Complaints@englishuk.com
Birmingham	British Council + 44 161 884 0291 British Council Webform Make a complaint British Council	English UK + 44 20 7608 7960 Complaints@englishuk.com
Manchester	British Council + 44 161 884 0291 British Council Webform Make a complaint British Council	English UK + 44 20 7608 7960 Complaints@englishuk.com
Leeds	British Council + 44 161 884 0291 British Council Webform Make a complaint British Council	English UK + 44 20 7608 7960 Complaints@englishuk.com
Dublin	ACELS (QQI) + 353 1 9058100 ACELS / QQI Complaints Form	EEL Ireland info@mei.ie / + 353 1 6180910 Complaints info EEL
Malta	ELT Council + 356 2598 1240 info@eltcouncil@give.mt ELT Council Contact Form	-
Dubai	Knowledge and Human Development Authority (KHDA) KHDA feedback page +971 4 364 0000 info@khda.gov.ae	-
Riyadh	TVTC (Technical & Vocational Training Corporation. +966 11 289 6664	



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	csa@tvtc.gov.sa Inquiries-Complaints	
Toronto	Languages Canada +1 (613) 234-6111 info@languagescanada.ca Languages Canada Contact Page	Languages Canada +1 (613) 234-6111 info@languagescanada.ca Languages Canada Contact Page
Paris	Qualiopi Complaints should be in French on the CNPM Complaints form Or by post addressed to AME CONSO, 11 Place Dauphine - 75001 Paris	-
Brisbane	ASQA + 61 3 8613 3910 ASQA complaint process and form	-
Berlin	-	FDSV https://fdsv.de/en/startseite-en/ +49 (0)30 789 53 640 info@fdsv.de https://ec.europa.eu/odr

Appendix C – Sample Poster for School Notice Boards.

English Path staff can access these posters [here](#).



COMPLAINTS POLICY AND PROCEDURES

Need to Make a Complaint? Follow These Simple Steps!

Step 1: Talk to Someone First

Problem in class? Talk to your teacher.
Any other issue? Go to Student Services.
Most problems are sorted out in 1 day. If not, move to Step 2.

Step 2: Make a Formal Complaint

Fill in the complaint form (Get it from Students services or englishpath.com/policies-and-procedures, or email us).
Send the form to: info@englishpath.com
You'll hear back within 24 hours.

Step 3: Want to Appeal?

Still not satisfied? You can appeal within 5 working days.
Send your reasons and any documents to:
Susan Vilhena – svilhena@englishpath.com
A final answer will be given within 10 working days.

Step 4. External escalation

Contact Languages Canada
Phone: +1 (613) 234-6111
Email: info@languagescanada.ca

Read the Complaints Policy on our website.

