



**English  
Path**

info@englishpath.com  
www.englishpath.com  
891 Greenford Road, London, UB6 0HE  
+44 (0) 207 539 3548

## Complaints Policy & Procedure

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### Step 1.

If your query is related to lessons or classes, then speak to your teacher first. If your query is about anything else, speak to your Student Services Officer.

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### Step 2.

If you are not satisfied by the outcome of your query then an official complaint can be made in writing.

The complaint form can be downloaded at <https://www.englishpath.com/policies-and-procedures/>, collected from Student Services Office or by emailing [info@englishpath.com](mailto:info@englishpath.com).

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### Step 3.

If you are still unhappy after talking to your centre, you can email English UK and explain your problem.

Please write your email in English and send it to [complaints@englishuk.com](mailto:complaints@englishuk.com). The email must be sent by you or your family, not your agent.