



## Complaints Procedure

We want you to enjoy your studies at Avalon and welcome your comments and feedback. We are continually looking to improve so if you have a complaint or suggestion please let us know.

There are different ways you can tell us what you think.

- Speak to us in person.
- Send an email to [info@avalonschool.co.uk](mailto:info@avalonschool.co.uk)
- Complete our questionnaire in reception.

If you have a complaint you can ask reception for a complaint form or you can email [info@avalonschool.co.uk](mailto:info@avalonschool.co.uk). You can write in your language and your complaint will be treated confidentially.

If you would like to speak to a senior member of staff, you can ask to speak to Lee Prescott, Senior Teacher; Sarah Burkitt, the Academic Manager or Roz Flitton, the Operations Manager.

If you are not satisfied with the school's response to your complaint, you can contact English UK who will then contact the school.

English UK – [info@englishuk.com](mailto:info@englishuk.com)

Please contact the school's Operations Manager for further information, clarification or any query related to this policy.