

Complaint Procedure



Step 1

If you are unhappy about any aspect of your service, please follow the below steps.

If you are at a PLUS Centre please contact the Campus Manager (only) to outline your complaints if you have not arrived as yet or have just returned back to your own country please proceed to **Step 2** directly.

Step 2

If the problem has not been solved within a maximum of 48 hours (working days) please email at plus@plus-ed.com and address the complaint as urgent and for the attention of the Managing Director.

Please provide the following in the email

- Booking reference
- Name & Surname
- Type of Complaint
- Date when you first reported the problem
- To Whom (name of the Campus Manager)

You will receive a reply within 48hours (Working Days)

Please note: In cases where the student is not on-site or the complaint has come from a parent PLUS would require the same type of requirement as shown above.

Any complaints needs to be addresses while the student is on any of our PLUS Centres. Once students have left, complaints can take several weeks as data collection is required from PLUS Head Office.

Step 3

Most problems are able to be resolved quickly and informally but if students (or parents) are dissatisfied with the outcome of their concerns, they should write to:

The Chief Executive

PLUS
10 Grosvenor Gardens
Belgravia
London
SW1W 0DH



In the case of expulsion, students/parents agent have the right of appeal but an appeal can only be heard after the student has been removed from the centre.

Step 4

In Case the outcome of the final decision it is not to your satisfaction you have the right to bring your complaint forward to the English UK.

PLUS in the UK are regularly inspected by English UK (British Council).

English UK will act as a third party adjudicator for any unresolved dispute.