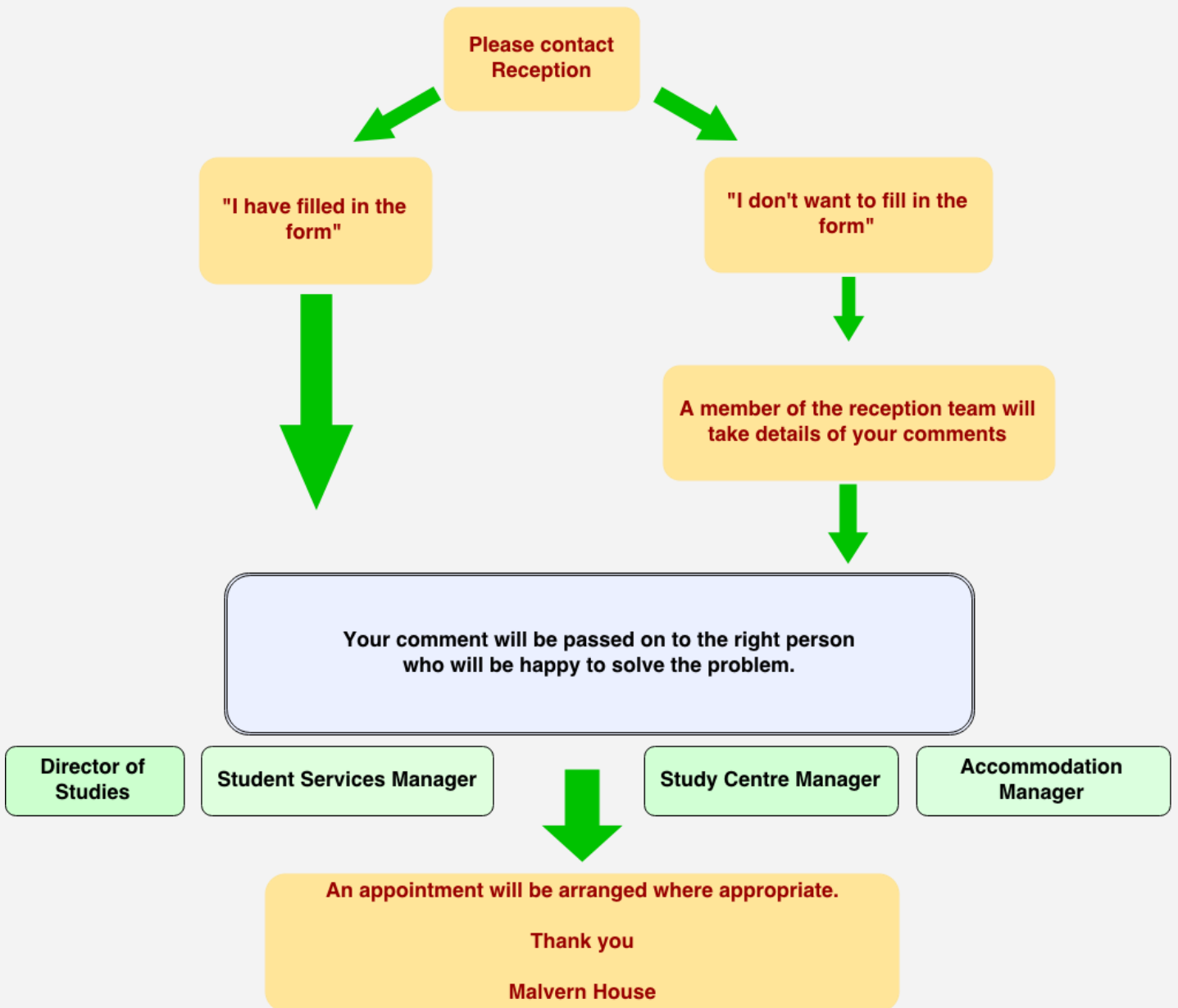


Please let us know if you are not happy about something...

We aim to provide the best possible service while you are studying at Malvern House. However, if you are unhappy about your course, accommodation or our service, you can contact reception where you will be asked to give details of your concerns/complaint. You can also fill in the complaint/suggestion form and hand it in reception. Many cases can be solved instantly, although some cases may require further investigation by the appropriate department. You will receive feedback according to the procedure shown below.

Are you unhappy about something?



If you feel your complaint has not been resolved, you can make an appointment to see the Principal
If you are still unhappy, you can write to English UK, the national association of accredited English language centres. They are an external, independent body.
English UK, 219 St John St, London EC1V 4LY