



If you are not happy....

We hope that your experience here with OISE Young Learners is as enjoyable as it is educational!

However, if you are unhappy or have any problems during your time here please feel free to approach either the Course Leader, Accommodation Leader or Leisure and Welfare Leader with any complaints you may have. We are happy to take time to speak to you in private about any problems you may encounter and help to solve them.

If you feel that you cannot speak to someone here at OISE Young Learners, or you are a parent and wish to contact someone, please contact your booking office or educational tour operator in the first instance. Alternatively your complaint can be put in writing and sent to:

OISE Young Learners
OISE Head Office
Binsey Lane
Oxford
OX2 0EY

Depending on the nature and severity of the complaint we may respond using any of the following methods: A personal meeting, a telephone call, an e-mail or a letter.

The important point is we will listen and we will make every effort to provide an effective answer and positive solution.

Remember

We are a member of EnglishUK – the association for accredited English Language Centres – and if you are still unhappy, you may take your complaint to the ombudsman of this organisation. The ombudsman is an independent person who investigates complaints. We promise to follow the ombudsman's recommendations. Please ask us for information, or you can contact EnglishUK direct at 219 St John Street, London EC1V 4LY. Telephone: 020 7608 7960.

The school is also accredited by the British Council and you may also contact this body with a complaint about our services. The British Council address is: Accreditation Unit, British Council, Bridgewater House, 58 Whitworth St, Manchester, M1 6BB. Telephone 0161 957 7692. Or e-mail: accreditation.unit@britishcouncil.org.

Updated and reviewed January 2017.
To be reviewed January 2018.