



## TWIN SUMMER CENTRES

### Student Complaints Policy

Here at TWIN we want you to be happy while you are studying with us!

#### Complaints procedure

##### **1. The Programme**

If you have any complaints about your lessons or activities, you should speak first to your class teacher, Activity Leader or House Parent, explain your problem and see if it is possible to reach a solution.

If you are still not happy, you will need to speak to the Director of Studies, Activity Manager or Centre Manager who will discuss your problem with your class teacher or Activity Leader and try to resolve it.

If the problem is still not resolved to your satisfaction, you may refer your complaint to Twin Head Office in London to the Summer Centres Senior Management Team. You can ask the Centre Manager for contact details.

##### **2. The Accommodation**

If you have any complaints about your accommodation at a Residential Centre, please raise with the Centre Manager. They will contact centre staff to help you to resolve this.

If you are in homestay accommodation and have already raised the issue with your homestay host, discuss with your Centre Manager who will contact a member of our HQ operations team to help you to resolve the problem.

If after our further investigations you are still unhappy with the situation, you should write to the Head of Operations and Admissions (UK)/ Young Learners Manager (Ireland)

Twin Group- UK  
First Floor  
12 Lambarde Square  
The Greenwich Centre  
Greenwich  
London SE10 9GB

Twin Group- Ireland,  
4 N Great George's St, Rotunda,  
Dublin 1, D01 A8N4

Alternatively, you can register your complaint by e-mail on our website [www.twinuk.com](http://www.twinuk.com) and follow the link for "Contact us" or by phone on +44 (0) 20 8297 1132.



Your life.  
Our **experience.**

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An acknowledgement letter will be sent to you within five working days and further investigations into your complaint will be arranged. The Head of Operations and Admissions/ Young Learners Manager has twenty working days to respond to your complaint. The decision at this stage is final.

If you are still not satisfied and believe that the school has not tried to resolve your complaint, you can contact ENGLISH UK (UK)/ ACELS (Ireland).

You must contact ENGLISH UK in writing (either by letter or email) within 6 months of finishing your course.

Email: [complaints@englishuk.com](mailto:complaints@englishuk.com)

Address: English UK, 47 Brunswick Court, Tanner Street, London, SE1 3LH

For more information, please visit:

[Student complaints procedure \(englishuk.com\)](https://www.englishuk.com/student-complaints-procedure)

You must contact ACELS in writing (either by letter or email) and send evidence of communications between yourself and Twin, where a compromise was not possible.

Email: [dobrien@qqi.ie](mailto:dobrien@qqi.ie) (ACELS Administrator)

Address: QA Section, 25-27, Denzille Lane, Dublin 2.

For more information, please visit:

<https://www.acels.ie/acelsregulations>