



**celt**

CENTRE FOR ENGLISH  
LANGUAGE TEACHING

6 Salisbury Road  
Cardiff CF24 4AD  
United Kingdom

Tel: +44 (0)29 2033 9290

Fax: +44 (0)29 2033 9515

Website: <http://www.celt.co.uk>

E-mail: [english@celt.co.uk](mailto:english@celt.co.uk)

## Complaints Policy And Procedures

We hope you have an enjoyable and positive learning experience with us. However, if you have a problem and you wish to complain about anything regarding your stay here (course content, level, teachers, fellow students, accommodation, etc.) your complaint will be taken seriously.

If you have a problem or questions regarding your English language tuition, you should speak to your teacher first of all. If you are unhappy with the response that you receive from your teacher, you should speak to the Director of Studies (Mike Burden), the Academic Director (Grace Durighello) or the Principal (Greg Nelson). Students in the Young Learners Centre should speak to the Director of Studies (Mike Burden).

If you have a problem or questions regarding your accommodation, you should speak to the Accommodation Officer (Alyssia Jones). Depending on the situation, the matter can be further discussed with the Directors of CELT.

If your problem cannot be solved within the school, you can write to English UK, the association for accredited English Language providers, with details of your complaint, where an independent ombudsman will deal with your problem. Our office staff can give you the contact details.

*Please note that CELT cannot accept responsibility for complaints made after the student has left the school.*

CELT's Complaints Policy and Procedures are taken from CELT's Student Charter