

Pilgrims

PILGRIMS YOUNG LEARNERS

Complaints Policy

Issues & Complaints

We hope that your experience here at Pilgrims 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 Director, the Academic Manager or the Assistant Director 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 the school and wish to contact someone at our main office please put your complaint in writing and mail it to:

The Principal, Pilgrims Young Learners,
38 Binsey Lane,
Oxford.
OX2 0EY

or email to: younglearners@pilgrims.co.uk

We aim to get back to you as soon as is humanly possible.

If you feel your problem is still not resolved you can contact English UK. For details of the EnglishUK complaints process, please visit www.englishuk.com.

Reviewed: March 2020

To be reviewed: March 2021