

# HAVE A COMPLAINT?

How serious is your complaint?

Small

Serious

Speak with your teacher

Solved?

Yes! ✓

No

Speak with our **Director of Studies, Fred Gordon**  
fred@speakuplondon.com

No

Solved?

Yes! ✓

Speak with our **Centre Manager, Kat Jeffries**  
kat@speakuplondon.com

Yes! ✓

Solved?

No

Please contact **English UK**  
info@englishuk.com  
www.englishuk.com