

Loxdale English Centre - Compliments and Complaints Policy

Loxdale English Centre · Brighton · Registered Charity No. 1062803

Last Updated: January 2026

Compliments

We love to hear when things go well! If you want to share positive feedback:

- Tell your teacher or activity leader
- Email: info@loxdale.com
- Leave a Google review
- Fill in our end-of-course survey

We share compliments with our team and use them to improve.

Complaints Procedure

We take all complaints seriously and aim to resolve them quickly and fairly.

Step 1: Informal Resolution

Talk to us first!

Most issues can be resolved by speaking to:

- Your teacher (academic issues)
- Reception (administrative issues)
- Jodie (accommodation issues)
- Activity leaders (social programme issues)

We aim to resolve informal complaints within 24-48 hours.

Step 2: Formal Complaint

If you are not satisfied with the informal response:

- 1. Write to us:** - Email: info@loxdale.com - Letter to Reception
- 2. Include:** - Your name and contact details - Description of the problem - When it happened - What you have already done - What outcome you want

We will respond within 5 working days.

Step 3: Appeal

If you are still not satisfied:

1. **Write to the Principal:** - Email: annathatcher@loxdale.com - Mark as "Formal Appeal"
2. **Include:** - Your original complaint - Our response - Why you are not satisfied

The Principal will respond within 10 working days.

Step 4: External Bodies

If still unresolved, you may contact:

English UK

Website: www.englishuk.com

Email: info@englishuk.com

British Council

Website: www.britishcouncil.org

Our Promise

- All complaints are confidential
 - You will not be treated unfairly for complaining
 - We will learn from complaints to improve
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Contact

General: info@loxdale.com

Principal: annathatcher@loxdale.com

Phone: +44 1273 414 973

We value your feedback and want you to have the best experience.