



info@quality-english.com <http://www.quality-english.com>
telephone +44 (0)1865 811552 fax +44 (0)1865 793165

The Quality English Charter

Quality English schools are committed to providing high quality English language courses to international students.

Quality English member schools are

- specialists in teaching English as a foreign language
- accredited by an appropriate authority
- independently and locally managed (not part of a chain)
- carefully selected by means of
 - asking the opinion of past and present clients
 - a personal visit by the Chief Executive of Quality English.

When you enrol at a Quality English member school you are guaranteed

- direct communication with the school office
- a personal and an efficient service by competent and properly qualified staff
- a high quality course as advertised in the member school's own publications
- a wide range of social activities
- accommodation best suited to your needs

Quality Control

Quality English regularly monitors the standards of its member schools through student feedback, agent references and accreditation results. These must be of an excellent and consistent standard.

Complaints

If you are dissatisfied with any aspect of your course or your accommodation follow your school's complaints procedure. This includes speaking to the Principal/Director. You are protected by the school's obligations under the relevant accreditation scheme.

While QE makes every effort to ensure that only the best schools operate under the QE name, and will use its best efforts to ensure that any complaints about a QE school are resolved amicably and to the satisfaction of the clients, it must be emphasized that

- (i) no contract exists between clients and QE in relation to specific courses or other services offered **or provided** by QE schools, **whether the courses are bought via this website or otherwise;**
- (ii) in this context clients' contracts are entirely with the QE schools which have offered them **or provided them with** courses or other services, and
- (iii) QE cannot accept any liability for any loss or damage caused by any alleged failure or deficiency on the part of any QE schools in relation to the courses or other services which they offer **or provide.**"