



Customer Complaint Policy

Speak Like A Native takes great pride in the fact that each child who takes one of our language programmes has a great time and looks forward to the next session or course.

However, like any company, sometimes things can and do go wrong and we have the most active complaints policy possible. We urge and encourage any parent or child to inform us of any disappointment or shortcomings they feel during a session, programme or course with us so we can put matters right immediately and ensure every child has a memorable, enjoyable and fulfilling time with us.

We ask parents and carers to discuss any concerns with us immediately where possible so that we can investigate and do everything possible to rectify a problem and reach a satisfactory concern.

All written complaints will be responded to within 14 days of receipt, however we aim to respond well within this timeframe to get the issue resolved quickly.

Contact:

help@speaklikeanative.com

020 8506 6050

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