

# If you have a problem or complaint, we will listen

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At NILE, we are committed to delivering a high-quality experience and personalised customer service. We encourage you to notify a member of our team as soon as possible so we can promptly work to resolve any issues you may have.

## NILE Managers

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<b>Thom Kiddle</b>	Director
<b>Mike Riley</b>	Deputy Director, Designated Safeguarding Lead
<b>Lucy Higginbotham</b>	Registrar, Student Services Manager
<b>Maurice Drews</b>	CELTA Programme Leader
<b>Kateryna Protsenko</b>	DELTA Programme Leader
<b>Martyn Clarke</b>	MA Programme Leader
<b>Susi Pearson</b>	NILE Online Academic Manager/Senior Trainer
<b>Carole Robinson</b>	Senior Trainer
<b>Alice Warby</b>	Accommodation Manager and Facilities, Health and Safety Manager
<b>Erin Lake</b>	Online Client Manager
<b>Miriam Anderson</b>	Student Support Manager, Marketing Coordinator, Designated Safeguarding Person

## Who to contact

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- You will have opportunities to provide written feedback during and after your face-to-face course, If you have any further **academic** queries, including about **school visits**, please see either your course tutor or the Deputy Director **Mike Riley**.
- If you have any queries about NILE **administration, registration, certification** or **payment** please see the Registrar, **Lucy Higginbotham**.
- If you have problems with accessing your NILE online account, please see the Online Client Manager **Erin Lake**.
- If you have any queries regarding your **accommodation** please see the Accommodation Manager, **Alice Warby**
- If you have any queries regarding the **social programme** or **student support** please see **Miriam Anderson**.
- If you have a **Health and Safety** concern, please see Facilities Manager **Alice Warby**

- If you have **any safeguarding or welfare concerns** for students under the age of 18 or vulnerable adults, speak to **Miriam Anderson, Mike Riley** or any member of the **Safeguarding Team**.
- For anything regarding discrimination, sexual harassment or bullying, please contact **Mike Riley** or **Lucy Higginbotham**

If the designated contact is unavailable, please notify any member of staff who will sensitively and confidentially pass on the details of your problem or complaint to the correct member of staff, or will put you in contact with someone who will assist.

To submit a written query or complaint, please email the NILE Registrar [registrar@nile-elt.com](mailto:registrar@nile-elt.com) or NILE's Deputy Director [mike@nile-elt.com](mailto:mike@nile-elt.com).

We will respond within 1 business day.

## If you are dissatisfied with our response

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...please speak to NILE's Director, **Thom Kiddle**.

If you still do not receive an answer which satisfies you, you may contact our industry association **English UK**:

English UK  
47 Brunswick Court  
Tanner Street  
London  
SE1 3LH  
United Kingdom

Email: [complaints@englishuk.com](mailto:complaints@englishuk.com)

Website: <https://www.englishuk.com/complaints>

## Related NILE policies

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Please see the NILE website for policies regarding:

Safeguarding under 18s  
Safeguarding vulnerable adults  
Equality, Diversity and Inclusion  
Bullying  
Sexual Harassment  
Terms and conditions