



## NILE staff and their responsibilities

---

Thom Kiddle	Director
Mike Riley	Deputy Director
Alison Lake	Registrar, Student Support Manager, Safeguarding Team member Responsible for general administration, student enquiries and admissions
Erin Lake	Assistant Registrar, with responsibility for online courses, MA administration and Moodle registration
Lucy Oram	Accommodation Officer, Safeguarding Officer, First Aider
Alice Warby	Assistant Accommodation Officer
Miriam Anderson	Student Support Officer, Safeguarding Team Member, First Aider
Hanna Furre	Marketing and Communications Manager, First Aider
Maria Heron	CELTA Centre Manager, CELTA Teacher Trainer, First Aider

- If you have any queries regarding your **course**, please see either your course tutor or one of the Academic Directors
- If you have any queries about NILE administration, registration or certification, please see **Alison Lake**
- If you have any queries regarding your **accommodation (residential or homestay)**, please see **Lucy Oram** or **Alice Warby**. Lucy and her Safeguarding team also have special responsibility for the care of any students under the age of 18
- If you have any queries regarding **payment** for your course, please see **Alison Lake**
- If you have any queries regarding the **social programme or any welfare issues**, please see **Miriam Anderson**
- If you have problems with accessing your NILE account, please see **Erin Lake**

# If you have a problem or need to complain, we need to listen

---

If you have a problem or complaint about any aspect of NILE's provision you should, in the first instance, speak to the following people:

The course and academic matters	<i>go to</i>	Your main course tutor
General NILE Administration	<i>go to</i>	Alison Lake
Accommodation	<i>go to</i>	Lucy Oram or Alice Warby
Safeguarding, including Child Protection	<i>go to</i>	Lucy Oram
Social Programme and Student Support	<i>go to</i>	Miriam Anderson

If you cannot speak to the person who can help, please talk to any member of staff who will pass on the details of your problem or complaint to the correct member of staff who will deal with the matter.

If you are dissatisfied with our response to your problem or complaint, please speak to NILE's Director:

## **Thom Kiddle**

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

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

Telephone +44 207 608 7960

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

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