

NILE staff and their responsibilities

Thom Kiddle	Director
Mike Riley	Deputy Director
Lucy Oram	Registrar, Student Services Team Leader
Maurice Drews	CELTA Programme Manager
Kateryna Protsenko	DELTA Programme Manager
Martyn Clarke	MA Programme Manager
Susi Pearson	NILE Online Academic Manager/Senior Trainer
Carole A. Robinson	Senior Trainer
Hanna Furre	Marketing and Communications Manager
Alice Warby	Accommodation and Facilities Manager with H&S responsibilities
Erin Lake	Online Client Manager, with responsibility for online course platforms
Miriam Anderson	Student Support Manager, Designated Safeguarding Person
Natasha Patel	Accommodation and Schools Officer
Anthony Cooper	Assistant Registrar
Alex Hellebrandt	Facilities and Administration Officer

- If you have any queries regarding your **course**, please see either your course tutor or the Deputy Director **Mike Riley**.
- If you have any queries about NILE **administration, registration or certification**, please see the Registrar, **Lucy Oram**.
- If you have any queries regarding your **accommodation** (residential or homestay), please see the Accommodation Team, **Alice Warby or Natasha Patel**.
- If you have any queries regarding **payment** for your course, please see **Lucy Oram**.
- If you have any queries regarding the **social programme or any welfare issues**, please see the Student Support Manager, **Miriam Anderson. Miriam**. Her **Safeguarding Team** also have special responsibility for the care of any students under the age of 18.
- If you have problems with accessing your NILE online account, please see the Online Client Manager **Erin Lake**.
- If you have a **Health and Safety** concern, please see Facilities Manager **Alice Warby**

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 or Mike Riley
General NILE Administration	<i>go to</i>	Lucy Oram
Accommodation	<i>go to</i>	Alice Warby or Natasha Patel
Safeguarding, including Child Protection	<i>go to</i>	Miriam Anderson
Social Programme and Student Support	<i>go to</i>	Miriam Anderson

If you cannot speak to the person designated above, 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 would prefer to put your complaint in writing, please email it to either the NILE Registrar (registrar@nile-elt.com) or NILE's Deputy Director (mike@nile-elt.com).

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 our industry association **English UK:**

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

Email: complaints@englishuk.com

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