

NILE staff and their responsibilities

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| 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 |
| Erin Lake | Online Client Manager, with responsibility for online course platforms |
| Alice Warby | Accommodation and Facilities Manager with H&S responsibilities |
| Eleanor Bateman | Accommodation and Facilities Officer |
| Miriam Anderson | Student Support Manager, Designated Safeguarding Person |
| Emily Chambers | Student Support Officer |
| Anthony Cooper | Assistant Registrar |
| Natasha Patel | Schools 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 **Eleanor Bateman**.
- 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:

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| 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 Eleanor Bateman |
| 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>