

Complaints

Our Policy

PSI and the Skills for English team want to ensure you have the best candidate experience possible. We value any feedback you wish to share as this may assist us in improving our services. If you have had an experience that you feel does not meet an acceptable service level please contact us at the earliest opportunity by submitting a complaint to enable us to assist you with a resolution.

We are committed to being responsive to your complaint and will endeavour to resolve as quickly as possible, with a consistent, fair, and impartial investigation. We will take reasonable steps to actively protect candidate personal information in line with our [privacy policy](#)

How to make a complaint

To make a complaint please contact our Candidate Service team via our toll free number or via email detailed below. We will:

- Acknowledge receipt of email complaints within 5 days
- Investigate the complaint thoroughly and seek a swift resolution
- Respond to your complaint with a conclusion within 14 days. If the complaint requires a more extensive review, we will notify you within this period and provide full details explaining reason for any delay. You have the right to make enquiries on the current status of your complaint at any time.
- Finalise the review and report back to you in writing to share details of our findings and actions taken
- If you are not satisfied with our response, further information on escalation process will be made available to you

Contact us

Email: complaint@skillsforenglish.com

Telephone:

China Mobile Accessible: **400 120 4721**

Rest of the World: **+800 8001 2900**