

Complaints Procedure

Step 1 (Informal Complaint)

If you have a problem with any of our services, please let a member of staff know so we can resolve the matter as quickly as possible.

If we cannot resolve your problem or you would like to make a formal complaint, please follow the steps below.

Please note:

- We will keep a record of all complaints.
- You are welcome to bring a colleague or person to a meeting for support or translation purposes.

Step 2 (Formal Complaint)

If you are not happy with the response in Step 1, you can put your complaint in writing to the Executive Office (address below).

The Executive Office will arrange for you to meet or write to the relevant person in connection with your problem. We will respond or meet with you as soon as we can within 2 working days.

Please note that formal complaints need to be made within 4 weeks following completion of a course.

A letter of complaint should be addressed to:

Executive Office
16 Stukeley Street, Covent Garden, WC2B 5LQ
E-mail: student.feedback@ihlondon.com

Step 3 (Complaint to External Oversight Organisations)

If you are not happy with the response from the relevant person in connection with your problem, you can write to the following quality assurance organisations:


EAQUALS EAQUALS Secretariat
P.O. Box 2 - 78;
Bucuresti 2, Romania
Tel / Fax: +40 21 316 9416
Mobile: +40 722 625737
info@EAQUALS.org

Accreditation UK Customer Services
Accreditation Unit
Bridgewater House, 58 Whitworth Street, Manchester M1 6BB, UK
accreditation.unit@britishcouncil.org

Further information about complaints can be found on the website:

<https://www.britishcouncil.org/education/accreditation/information-students-agents/student-complaints>

If you have a complaint about teacher training that relates to CELTA or DELTA please refer to the Cambridge complaints procedure or write to:



Teaching Awards Administrator
On Demand Processing
University of Cambridge ESOL Examinations
1 Hills Road
Cambridge CB1 2EU

If you do not understand the complaints procedure or would like assistance with any aspect, please speak to a Customer Services Representative at the reception.