

Complaints Procedure

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 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 1 (Informal Complaint)

Please arrange to meet or write to the relevant person in connection with your problem; the key contact details are listed below. We will respond or meet with you as soon as we can within 2 working days.

Area of Concern	Person	Contact Details
Student Services	Johan Malstrom Student Services	johan.malmstrom@ihlondon.com
Social Programme	James Latimer Social Programme	slpe@ihlondon.com
Teaching (General English)	Pauline Loriggio Director of Studies	Pauline.loriggio@ihlondon.com
Teaching (Training)	Charlotte Thompson Director of Training	charlotte.thompson@ihlondon.com
Training (Executive Centre)	Jonathan Gulland Head of Professional Language Centre	Jonathan.gulland@ihlondon.com
Any personal or any harassment issues	Drew Hyde Head of Customer Services	welfare.officer@ihlondon.com
Any other issue (not covered above)	Gregory Patton Director, Sales and Marketing	Gregory.Patton@ihlondon.com


Step 2 (Formal Complaint)

If you are not happy with the response in Step 1, you can put your complaint in writing to the Head of Student Services (address below) or arrange a meeting with him through Student Services on the ground floor. We will respond within 5 working days.

Please note that formal complaints need to be made within 4 weeks of any event and within 2 weeks following completion of a course. Complaints made outside this period may not be considered.

A letter of complaint should be addressed to:

Drew Hyde
Head of Customer Services
16 Stukeley Street, Covent Garden, WC2B 5LQ



E-mail: drew.hyde@ihlondon.com

Step 3 (Complaint to External Oversight Organisations)

If you are not happy with the response from the Head of Service Quality 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 contact the IH London Head of Training and refer to the Cambridge complaints procedure for your specific award.

The address of the overall awarding body is:

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 Director of Studies.