

## 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
Teaching (General English and Executive Centre)	<b>Pauline Loriggio</b> Director of Studies	<a href="mailto:Pauline.loriggio@ihlondon.com">Pauline.loriggio@ihlondon.com</a>
Teaching Training	<b>Charlotte Thompson</b> Director of Training	<a href="mailto:charlotte.thompson@ihlondon.com">charlotte.thompson@ihlondon.com</a>
Teaching (Modern Languages)	<b>Elizabeth Arbuthnott</b> Head of Modern Languages	<a href="mailto:Elizabeth.arbuthnott@ihlondon.com">Elizabeth.arbuthnott@ihlondon.com</a>
Young Learners	<b>Alex Cann</b> Head of Young Learners	<a href="mailto:alex.cann@ihlondon.com">alex.cann@ihlondon.com</a>
Student Services and Accommodation	<b>Drew Hyde</b> Customer Experience Manager	<a href="mailto:Drew.hyde@ihlondon.com">Drew.hyde@ihlondon.com</a>
Social Programme	<b>Drew Hyde</b> Customer Experience Manager	<a href="mailto:Drew.hyde@ihlondon.com">Drew.hyde@ihlondon.com</a>
Any personal or any harassment issues	<b>Drew Hyde</b> Customer Experience Manager	<a href="mailto:Drew.hyde@ihlondon.com">Drew.hyde@ihlondon.com</a>
Any other issue (not covered above)	<b>Eleanor Maly</b> Director of Education	<a href="mailto:eleanor.maly@ihlondon.com">eleanor.maly@ihlondon.com</a>

### Step 2 (Formal Complaint)

If you are not happy with the response in Step 1, you can put your complaint in writing to the Director of Education (address below). 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:

Eleanor Maly  
Director of Education  
16 Stukeley Street, Covent Garden, WC2B 5LQ  
E-mail: [eleanor.maly@ihlondon.com](mailto:eleanor.maly@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](mailto:info@EAQUALS.org)

**Accreditation UK** Customer Services  
Accreditation Unit  
Bridgewater House, 58 Whitworth Street, Manchester M1 6BB, UK  
[accreditation.unit@britishcouncil.org](mailto: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.