

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 if 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 Professional English)	Pauline Loriggio Director of Studies	pauline.loriggio@ihlondon.com
Teaching Training	Charlotte Thompson Director of Training	charlotte.thompson@ihlondon.com
Teaching (Modern Languages)	Luiz Gutierrez Head of Modern Languages	luiz.gutierrez@ihlondon.com
Young Learners	Manuel Benchetrit Director of Young Learners	manuel.benchetrit@ihlondon.com
Student Services and Accommodation	Drew Hyde Customer Experience Manager	drew.hyde@ihlondon.com
Social Programme	Drew Hyde Customer Experience Manager	drew.hyde@ihlondon.com
Any personal or any harassment issues	Drew Hyde Customer Experience Manager	drew.hyde@ihlondon.com
Any other issue (not covered above)	Caroline Turner Director of Operations	caroline.turner@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 Director of Operations (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:

Caroline Turner
Director of Operations
16 Stukeley Street, Covent Garden, WC2B 5LQ
E-mail: caroline.turner@ihlondon.com

Step 3 (Complaint to External Oversight Organisation)

If you are not happy with the response from the Director of Operations you can write to the following quality assurance organisations:

For English and Modern Languages courses:

EAQUALS

EAQUALS Secretariat
www.eaquals.org/about-eaquals/meet-eaquals/eaquals-ombudsman/
Tel : +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
accreditation.unit@britishcouncil.org

Further information about complaints can be found on the website:

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 list above.