

IJ Tours Ltd t/a “International House Manchester or IH Manchester”

Complaints Policy

Policy statement

International House Manchester is committed to providing the highest standard of services to students, parents, agencies and other organisations. However, International House Manchester recognises that they may be unhappy with the service they receive or may feel like they have been treated unfairly. International House Manchester recognises that students, parents and agencies:

- have the right to raise concerns or complaints
- have access to clear information on how to voice complaints and concerns

Policy aim

This policy aims to provide students, parents and agencies with a clear pathway to address any concerns or resolve any issues, and to ensure that complaints are dealt with seriously, professionally and confidentially.

Key contacts

Role	Name	Contact details
Director, Principal and Academic Management	John Glew-O'Leary	In person in school Email john@ihmanchester.com
Academic Management	Joseph Baker	In person in school Email joseph@ihmanchester.com
Academic Management	Marie Pepper	In person in school Email marie@ihmanchester.com
Welfare & Accommodation Manager	Julie Battesti	In person in school Email julie@ihmanchester.com
Director	Peter Hayes	Email peter@ihmanchester.com Postal address: IJ tours limited, 8 Oxstalls Lane, Longlevens, Gloucester, GL2 9HT

Reviewed October 2020 – Next review October 2021

School Complaints Procedure

If a student, parent or agent is unhappy with any aspect of their course with International Manchester, they should:

- Contact the Principal in person, or by email, explaining exactly what the problem is. He will then record the complaint and discuss with the relevant members of staff. The person making the complaint will be informed of any action he may feel necessary to resolve the issue. If the principal is unavailable
- If, after this, you feel that you have still not received an acceptable resolution to your problem, please contact the Director, Mr Peter Hayes, by email or by post, detailing your complaint.

English UK Complaints Procedure

English UK is the national association of English language centres in the UK. As International House Manchester is a member of English UK, you may appeal to them if you think the school has acted unfairly or has not taken adequate steps to resolve an issue. You can refer to their website for guidance on complaints at:

<http://www.englishuk.com/en/students/english-in-the-uk/student-complaints-procedure>

Complaints related to BTEC can also be referred to Pearson. Information can be found on the link below:

<https://qualifications.pearson.com/en/contact-us/feedback-and-complaints.html>

Confidentiality

International House Manchester will deal with complaints in line with its privacy policy.

Reviewed October 2020 – Next review October 2021