

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

### Complaints Policy

We understand that sometimes things don't work out as you expect and that you may be unhappy with the service you are receive from International House Manchester. If that is the case, then there are lots of people that you can speak with.

#### Complaints Procedure

- Speak to the Principal (or in his absence the Director of Studies or the Welfare and Accommodation Manager), as soon as possible, telling him exactly what the problem is. He will then record everything and discuss with his colleagues and you any action he may feel necessary to resolve the problem. You may also email the Principal, Mr John Glew-O’Leary, at [john@ihmanchester.com](mailto:john@ihmanchester.com)
- If, after this, you feel that you have still not received an acceptable resolution to your problem, please contact the Director, Mr Peter Hayes detailing your complaint: [peter@ihmanchester.com](mailto:peter@ihmanchester.com)

Or write to the company at the following address:

IJ tours limited

8 Oxstalls Lane

Longlevens

Gloucester

GLOS

GL2 9HT

As International House Manchester is a member of English UK you are also able to refer to their website for guidance on complaints on:

<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>

Reviewed March 2017 – Next review March 2018