

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 or may believe you have been treated unfairly. If this happens, our complaints procedure provides you with a pathway to resolve the issue or issues.

Complaints Procedure

- Speak to the Principal (or in his absence the Assistant Director of Studies or the Welfare and Accommodation Manager), as soon as possible, telling him exactly what the problem is. He will then record your complaint and discuss with his colleagues and you any action he may feel necessary to resolve the issue. You may also email the Principal, Mr John Glew-O'Leary, at 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

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 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>

Reviewed March 2019 – Next review March 2020