

## 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 sometimes 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 tell us about concerns or make a complaint
- should have clear information about how to speak about problems or make complaints

#### Policy aims

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

#### Key contacts

Role	Name	Contact details
Principal	John 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	Claire Bouédo	In person in school Email claire.bouedo@ihmanchester.com
Registrar	Katie Hayes	Email katie@ihmanchester.com
Director	Peter Hayes	Email peter@ihmanchester.com

## School complaints procedure

Most issues can be quickly and easily solved by talking to a member of staff. If a student, parent, or agent is unhappy with anything about their course with International House Manchester, there are managers to help.

**For learning issues**, please contact Joseph Baker or Marie Pepper.

**For accommodation, student safety, or under-18 issues**, contact Claire Bouédo.

**For refunds or finance issues**, contact Katie Hayes.

The relevant person will:

- discuss the problem and work to find a solution
- record the issue and any solution discussed or agreed
- report the issue to the principal if they are unable to agree a solution

If an issue is brought to the principal, either by a member of staff, a student, parent, or agent, he will:

- discuss the problem and work to find a solution
- record the issue and any solution discussed or agreed
- ask you if you wish to make a complaint

If you are not satisfied, he will record your complaint, put it in writing, and give you a written response within 2 working days.

If you are still not satisfied, you can contact Peter Hayes. He will review your complaint and give you a written response within 2 working days.

## English UK complaints procedure

If the complaint has still not been dealt with satisfactorily, you can contact English UK, 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 proper steps to resolve an issue. You can refer to [their website](#) for guidance on complaints.

## Confidentiality

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