



Complaints at IH Manchester

Our Promise to You

At IH Manchester, we want students to have a **positive experience**.

However, sometimes problems happen.

If you are unhappy or feel treated unfairly, you have the **right to tell us**.

We take all complaints **seriously and professionally**.



What Is a Complaint?

A complaint is when you are:

- unhappy with your course
- unhappy with accommodation
- unhappy with a service
- unhappy with how you were treated



You have the right to:

- talk about your concern
- ask for a solution
- make a formal complaint if needed





➤ Step 1: Talk to a Member of Staff

Most problems can be solved quickly by talking to the right person.

- For learning issues → speak to **Academic Management**
- For accommodation or safety → speak to the **Welfare and Accommodation Manager**
- For finance or refunds → speak to the **Registrar**

Staff will:

- listen to your concern
- discuss the problem
- try to find a solution
- make a note of what was agreed



➤ Step 2: Speak to the Principal

If the problem is not solved, you can speak to the **Principal**.

He will:

- discuss the problem with you
- try to find a solution
- record your complaint

If you make a formal complaint, you will receive a **written reply within 2 working days**.





➤ Step 3: Contact the Director

If you are still unhappy, you can contact the **Director**.
He will:

- review your complaint
- send you a written reply within **2 working days**



➤ External Support

IH Manchester is a member of **English UK**.
If you feel your complaint has not been handled fairly, you can contact **English UK** for advice.



➤ Confidentiality

Your complaint will be handled **privately** and in line with the school's privacy rules.

➤ Remember

- You have the right to complain
- Most problems can be solved quickly
- You will be listened to respectfully
- Making a complaint will not affect your studies

