

Complaints Policy and Procedures

1. Purpose

This policy outlines the procedure for handling complaints from students, trainees, staff, and other stakeholders in a fair, transparent, and timely manner. We are committed to providing a high standard of service and take all complaints seriously.

2. Scope

This policy applies to all complaints related to:

- Language courses
- Teacher training courses
- School staff, resources and facilities
- Administrative processes and customer service
- Any other aspect of the school's operations

3. Principles

- Complaints will be handled confidentially and with impartiality.
- Complaints should be raised as soon as possible to allow for timely resolution.
- The complainant will not be disadvantaged for making a complaint.
- All complaints will be recorded and monitored to improve our services.

4. Complaints Procedure

4.1 Informal Resolution

Before making a formal complaint, we encourage individuals to raise concerns informally by speaking directly with the relevant staff member, teacher/tutor, or administrator. Many issues can be resolved quickly through open communication.

4.2 Formal Complaint

If the issue is not resolved informally, a formal complaint should be submitted in writing via email, addressed to the following designated complaints officers.

Department	Officer	Email
Language courses	Director of Studies	dos@ihbangkok.com
Teacher Training courses	Director of Training	delta@ihbangkok.com
Others	Managing Director	md@ihbangkok.com

The complaint should include:

- Name and contact details of the complainant
- A clear description of the complaint
- Relevant dates, locations, and people involved
- Any supporting documents or evidence
- The desired outcome, if applicable

4.3 Acknowledgment

The complaint will be acknowledged in writing within 5 working days.

4.4 Investigation

- The complaint will be reviewed by the appointed officer and Managing Director.
- Further information may be requested from the complainant or other relevant parties.
- The investigation process will be conducted within 10 working days of acknowledgment.

4.5 Resolution and Response

- A written response detailing the outcome will be provided within 5 working days of the investigation.
- If further investigation is required, the complainant will be informed of the expected timeline.
- Where necessary, corrective action will be taken to prevent similar issues from occurring.

5. Appeals Process

If the complainant is not satisfied with the resolution, they may appeal by submitting a written request within 5 working days of receiving the outcome. The appeal will be reviewed by the Managing Director and other senior officers, with a final decision provided within a further 5 working days.

Simplified Timeline for Complaints Handling

- The complaint is acknowledged in writing within 5 working days.
- An investigation is conducted within 10 working days of the acknowledgment.
- A written response detailing the outcome is provided within 5 working days of the investigation.
- If an appeal is submitted within 5 working days of receiving the outcome, it will be reviewed within a further 5 working days, with a final decision issued.

If the complainant remains dissatisfied, they may proceed to the external resolution as outlined in the policy.

6. External Resolution

If the complainant is still dissatisfied, they may refer the complaint to an external regulatory body, such as an accreditation organisation or consumer protection agency, where applicable.

If the complaint pertains to an assessment result from a Cambridge English qualification, the complainant has the right to appeal directly to Cambridge English for further review. Cambridge English Appeals policies and procedures are available as part of the Cambridge English qualification course materials that students/trainees receive at the beginning of the course.

Contact details for these organisations are available upon request. Please note it is not possible for these organisations to intervene in issues such as:

- contractual arrangements between the school and students/trainees;
- contractual arrangements between the school and school staff;
- issues relating to payments and refunds;
- issues relating to the school staff, resources and facilities;
- reports and any other document issued by the school.

7. Monitoring and Review

All complaints will be documented and reviewed periodically to improve our services. This policy will be reviewed annually to ensure its effectiveness.