

Complaints Procedure



IPC is committed to providing a quality service for its students and accompanying group leaders. IPC aims to deal with any complaint promptly, politely and whenever possible confidentially (if this is not possible concerned parties will be informed). IPC responds in different ways to complaints e.g. provide an explanation, make an adaptation, offer an apology and or provide information about any actions that have been taken. With any complaint IPC will use the experience to improve its service to students and group leaders.

If you are unhappy with any aspect of your course, please do the following:

- 1) If it is related to your lessons, please speak to your teacher or trainer about what you are unhappy about. This will help your teacher or trainer to know how you feel and make changes if it is possible.
If it is related to your homestay accommodation, please speak with your host(s), so they know that you are unhappy and can make changes if it is possible. If it is related to accommodation which IPC organised and if it is possible to speak to the accommodation's management team, please speak with them to let them know that you are unhappy with part of the service they are providing, so they can make any necessary changes. If this is not possible, please come to the Office and speak to Ben or Belinda.
If it is related to your trips, please speak to your guide, so they know that you are unhappy and can make changes, if possible, to add to your enjoyment of this part of your course.
If it is related to any other part of your IPC course, please speak to one of the IPC Office team, who will be happy to help with your complaint.
- 2) If you are unable to speak to your teacher/trainer, homestay accommodation host(s), guide or another member of the IPC team yourself and you have an accompanying group leader or organiser, please speak with them and ask them to speak to Julie (lessons and trips), Belinda (homestay accommodation) or Ben (any part of your IPC course) on your behalf, who will then speak with your teacher/trainer, homestay accommodation host(s), guide or IPC team member, to resolve the problem. A meeting may be arranged to discuss the problem and to find a solution, which everyone is happy with.

Talking and exchanging information usually leads to a quick and happy resolution of a problem. However, sometimes this does not happen; in this situation, please do the following:

- 3) Write a formal complaint to IPC's Director – Ben Thorne: bthorne@ipcexeter.co.uk
Receipt of this complaint will be acknowledged in 4 working days. IPC will aim to have investigated the complaint and responded within 15 working days. As for a verbal complaint (in point 2 above) the details of the complaint will be discussed with the concerned IPC member of staff and their line manager.
- 4) If you believe that the Director's decision is unsatisfactory, you have the right to appeal and IPC will look again at your complaint. IPC will work to the same time frame as your original formal complaint.
- 5) Should this appeal result in the same conclusion, and you are still unhappy, you should then contact IPC's accrediting body – the British Council, to seek their advice:
The British Council: <https://www.britishcouncil.org/contact> (online form)
One other UK ELT organisation that you could contact for advice is English UK:
English UK: info@englishuk.com
However, everyone here at IPC would hope that we would be able to resolve any problems at steps 1 or 2, above.

NB

If a complaint is made in an aggressive or obsessive way, it will be pointed out to the complainant that this will compromise the way in which IPC will investigate their complaint. Likewise, if an anonymous complaint is received, it will be investigated but its anonymity will hinder IPC's complaint investigation procedure.