

COMPLAINTS PROCEDURE



We want all students to have a positive experience at IPC Exeter. If you are not happy about something, please tell us. We will try to resolve the problem quickly and fairly.

Step 1: Speak to Us

If you have a problem, please speak to a member of staff as soon as possible. This may be your teacher or a member of the office team.

Many problems can be resolved quickly at this stage.

Step 2: Make a Formal Complaint

If the problem is not resolved, you can make a formal complaint.

Please contact: Vicki Beable

Group Booking Manager – in the main office vbeable@ipcexeter.co.uk

You can speak to her in person or send an email.

Please explain your problem clearly. Include your name, course details, and what has happened.

We will: acknowledge your complaint within 2 working days

investigate the issue

respond to you quickly

Step 3: If You Are Not Satisfied

If you are not satisfied with our response, you can ask for your complaint to be reviewed by the school management.

We will review your complaint again and give you a final response.

Step 4: External Complaint

If you are still not satisfied, you can contact the British Council.

IPC Exeter is accredited by the British Council under the Accreditation UK scheme.

You can find information about making a complaint here:

<https://www.britishcouncil.org/education/accreditation/complaints>