



Complaint Procedure

Do you have a complaint?

Please talk to a member of staff (e.g your teacher or one of the Student Service Coordinators)

If you still have a problem, then please see the relevant Head of Department:

Academic complaint: talk to the Director of Studies
Customer Service/ Accommodation complaint: talk to the Students Services Manager/
Residence Manager/ Home stay Manager

Are you happy with the outcome?

YES

NO

If you are still unhappy, please submit the complaint in writing and this will be passed on to the Center Director

Are you happy with the outcome?

YES

NO

EC will escalate your complaint internally to the Director of Operations

Are you happy with the outcome?

YES

NO

You can contact our accreditation body FELTOM

www.feltom.com

The issue is resolved, and the complaint is closed