

Complaints Procedure

We are committed to providing a high standard of service and ensuring a positive learning experience for all our students. However, if you are dissatisfied with any aspect of our courses or services, we encourage you to let us know so we can address your concerns promptly and fairly.

How to Make a Complaint

1. **Raise your concerns informally:** If possible, speak directly with your course Tutor or a member of staff to resolve the matter informally.
2. **Submit a formal complaint:** If the issue remains unresolved, please submit a written complaint by email or post, addressed to the Registrar, including:
 - Your name and contact details
 - Details of the issue, including relevant dates and supporting information
 - Any steps you have already taken to resolve the matter

What to Expect

- **Acknowledgement:** We will acknowledge receipt of your complaint within five working days.
- **Investigation:** Your complaint will be thoroughly investigated by a senior member of staff.
- **Response:** We aim to provide a full response within 14 working days. If further time is needed, we will keep you informed.

Appeals

If you are not satisfied with the outcome, you may request a review of the decision by a member of the Board of Trustees.

Contact Details

Registrar
IHGS
80-82 Northgate
Canterbury
CT1 1BA
registrar@ihgs.ac.uk

We value your feedback and are committed to continuously improving our courses and services.