

COMPLAINTS PROCEDURE

If you have a problem with any of our services, please let a member of staff know so we can resolve the matter as quickly as possible. If we cannot resolve your problem or you would like to make a complaint, please follow the steps below.

Please note:

- We will keep a record of all complaints.
- You are welcome to bring a colleague or person to a meeting for support or translation purposes.

STEP 1 (INFORMAL COMPLAINT)

Please arrange to meet or write to the relevant person in connection with your problem; the key contact details are listed below. We will respond or meet with you as soon as we can within 1 working day.

Area of concern	Person	Contact Details
Student Services and accommodation	Carol Lorca - Head of student services Julia Pascual - Residential accommodation Coni de Belda - Host family accommodation	carol@ihvalencia.com julia@ihvalencia.com coni@ihvalencia.com
Social Programme Any personal issue	Lidia Gámez - Social Programme / Student Welfare	lidia@ihvalencia.com
Teaching	Clara Pons - Director of Studies	clara@ihvalencia.com
Any issue	Luis Requena - General manager	luis@ihvalencia.com

STEP 2 (FORMAL COMPLAINT)

If you are not happy with the response in Step 1, you can put your complaint in writing to the school director (address below) or arrange a meeting with her asking at the school Reception. We will respond within 1 working day.

Please note that formal complaints need to be made within 4 weeks of any event and within 2 weeks following completion of a course. Complaints made outside this period may not be considered.

A letter of complaint should be addressed to:

Luis Requena – General manager
C/Caballeros, 36. 46001 Valencia. E-mail: luis@ihvalencia.com

STEP 3 (COMPLAINT TO EXTERNAL OVERSIGHT ORGANISATION)

If you are not happy with the response from the school director you can write to the following quality assurance organisations:

FEDELE: Federation of Spanish schools. info@fedele.org.

IALC- International Association of Language Centres (<https://www.ialc.org/es/ponte-en-contacto-con-nosotros/reclamaciones/>)

IHWORLD- International House World Organization info@ihworld.com

If you do not understand the complaints procedure or would like assistance with any aspect, please speak to the Student services staff