



# Cambridge International Academy Ltd

## Complaints Procedure

This document outlines the procedure for making a complaint with regards to our courses, including excursions, activities and accommodation.

Copies of this document are available on request by emailing:

[admissions@cambridgeinternational.academy](mailto:admissions@cambridgeinternational.academy)

### Complaints Procedure:

#### 1. Information on making a complaint

We are committed to providing a professional, efficient, courteous and helpful service to all our customers. However, if you believe that things have gone wrong and you are dissatisfied with our service, we want you to tell us. Then we can resolve your complaint and try to ensure it does not happen again. This procedure tells you how to make a complaint about any of our courses, including your host family or other accommodation if secured via our company.

#### 2. How do I make my complaint?

You may be able to resolve your complaint by taking it up immediately with the individual provider concerned.

If not, you can contact us by writing to:

Address: Cambridge International Academy Ltd, Nine Hills Road, Cambridge, CB2 1GE, UK.

Email: [admissions@cambridgeinternational.academy](mailto:admissions@cambridgeinternational.academy)

Please put the details of your complaint in writing.

#### 3. What should I include in my complaint?

You should include:

- 1) Your name and address;
- 2) The name and date of the course you attended;
- 3) Copies of any relevant correspondence about the complaint;
- 4) The name of any person who you have already written or spoken to, and when, in relation to the complaint, to help us find any relevant papers and/or phone logs etc as appropriate;





- 5) Details about what has gone wrong or has not been handled properly; and an explanation of how you would like us to resolve your complaint.

#### **4. What will happen next?**

We will respond in writing to your complaint, within 10 working days of receiving it. If this is not possible, we will, within 5 working days, send you an acknowledgement explaining why we cannot provide you with an immediate response, including details of when you can expect a full reply. All complaints are logged on our database and then tracked to completion.

#### **5. What if I am not satisfied with the initial response?**

If you are not satisfied with our response to your complaint, please refer to Sections 13 and 14 of our Residential 'Terms and Conditions', or Section 7 of our Online 'Terms and Conditions (and please note item 7 below).

#### **6. Your views**

One of the best ways we can continue to improve our service is by listening, and responding, to your views. As well as learning from your complaints, we welcome any comments or suggestions you may have on how we can improve. Equally, we would like you to tell us when we get it right, so that we can maintain our good practices. Please send any comments to:

The Directors,

Cambridge International Academy Ltd

Nine Hills Road, Cambridge, CB2 1GE, UK

#### **7. British Accreditation Council - Complaints Procedure**

Cambridge International Academy Ltd is accredited by the British Accreditation Council for Independent Further and Higher Education as a Short Course Provider.

The link below has information relating to BAC's complaints procedure, and is included here for your reference: <http://www.the-bac.org/bac-complaints-procedure/>

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