**STUDENT COMPLAINT FORM **

This form should be used only by students who have already spoken to their teacher or Reception staff about their situation (*Stage 1* informal complaint) and have not been able to have their concerns resolved, and wish to pursue a complaint at either *Stage 2* (complaint to the Head of Administration) or *Stage 3* (formal complaint to the school’s directors).

**Name (in capital letters)**

**Student number**

**Contact Address**

**Course name**

**Email address Contact Telephone number**

Please outline below the substance of your complaint:

(Continue on a separate sheet if necessary)

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|  |

Please describe how you have pursued your complaint to date and how you envisage your complaint might be resolved:

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|  |

**Signature…………………………………………………………………………… Date………………….**

If used at *Stage 1* of the process (optional - for informal complaint), the completed form can be retained by the student.

If used at *Stage 2* of the process (complaint to Head of Administration), the completed

form should be passed to Jenny Li, *Operations and Compliance* jenny@ihnewcastle.com

If used at *Stage 3* of the process (formal complaint to Directors), the completed form should be passed to Caroline Preston, *Academic Director* caroline@ihnewcastle.com , Patricia Mullen, *Executive Director* patricia@ihnewcastle.com or Trevor Udberg, *Managing Director* trevor@ihnewcastle.com.

If students are still unsatisfied, they may contact the[*International House World Organisation*](http://ihworld.com/)or any of the school’s inspecting organisations, such as [English UK](http://www.englishuk.com/), the [British Council](http://www.britishcouncil.org/), [Eaquals](http://eaquals.org/), [Independent Schools Inspectorate (ISI).](http://www.isi.net/home/)

This form can be downloaded from the web at: ADJUST <http://www.ihnewcastle.com/ih-students>