

## COMPLAINTS PROCEDURE

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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)

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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
Accommodation	<b>Clara Pons</b> – Residential accommodation <b>Carol Lorca</b> - – Host family accommodation	clara@ihvalencia.com carol@ihvalencia.com
Student Services	<b>Coni de Belda</b> - Student Services	info@ihvalencia.com
Social Programme Any personal issue	<b>Diana Malek</b> - Social Programme / Student Welfare <b>Raúl Piñana</b> Student Welfare	<a href="mailto:actividades@ihvalencia.com">actividades@ihvalencia.com</a> <a href="mailto:raul@ihvalencia.com">raul@ihvalencia.com</a>
Teaching	<b>Vanessa Jimenez</b> - Director of Studies	Vanessa@ihvalencia.com
Any issue	<b>Cristina Navarro</b> - Director	cristina@ihvalencia.com

### STEP 2 (FORMAL COMPLAINT)

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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:

Cristina Navarro- School director.

C/Pizarro, 10. 46004 Valencia. E-mail: [cristina@ihvalencia.com](mailto:cristina@ihvalencia.com)

### STEP 3 (COMPLAINT TO EXTERNAL OVERSIGHT ORGANISATION)

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

**FEDELE:** Federation of Spanish schools.

Calle Almansa, 9, 29007 Málaga. Tel 952 56 18 37. [info@fedele.org](mailto:info@fedele.org).

If you do not understand the complaints procedure or would like assistance with any aspect, please speak to the Director of Studies