

## COMPLAINTS POLICY

**Do you have a complaint?**

We aim to provide a high standard of service to our customers and clients and try to make things as straightforward as possible for all of them. On occasion, however, we may make a mistake or, in some other way, fail to provide a satisfactory, reliable, and timely service.

If you believe that we have got something wrong, or that there is any problem with the way we are dealing with you, please let us know. The sooner you tell us, the sooner we can do something about it.

In the first instance you should contact the person or department with whom you have been dealing. We hope that they will be able to immediately address your complaint. You can contact them by letter, phone, or email. Contact details for all of our offices and departments can be found at:

[www.tellusgroup.com](http://www.tellusgroup.com)

To be able to help you we need to know your full name, address, and telephone number which we can contact you. Please tell us what you think has gone wrong and how you believe it can be put right.

**When you do complain we will:**

- treat you in a courteous and professional way
- treat your complaint seriously
- deal with your complaint promptly

(If we are unable to respond immediately, we will respond within 15 working days)

**We will not:**

- treat you differently from other people just because you have made a complaint
- discriminate against you for any irrelevant reason (including your colour, race, nationality, religion, age, sex, sexuality, or any disability)

When things have gone wrong we do our best to resolve matters quickly and fairly.

**So we will:**

- explain what went wrong and why
- apologise if appropriate
- correct the mistake wherever this is possible

**Not happy with the way your complaint has been handled?**

If you are not happy with the response you receive, you can take the matter further by getting in touch with the Complaints and Compliance Manager at [info@tellusgroup.com](mailto:info@tellusgroup.com). In the unlikely event that the issue still remains unsolved, the next step for the Complainant is to contact the British Council ([www.britishcouncil.org/accreditation-students-complaints.htm](http://www.britishcouncil.org/accreditation-students-complaints.htm))