

Customer Charter

International House Torquay : Pursuing Excellence in English

The Customer Charter aims to improve access to International House Torquay services and to improve quality.

The Charter informs customers of the standards of service to expect and what action to take in the event of any problems.

The Charter is reviewed and updated on an annual basis.

Assurance - Fair Service

International House Torquay strives to maintain a learning environment for its students in which honesty, integrity and respect are constantly reflected in personal behaviour and standards of conduct.

The school is committed to promoting a positive learning environment amongst its students and staff.

The wellbeing, development and progress of students are of primary importance.

The school provides a safe, caring educational environment with close adherence to welfare and safeguarding regulations.

The school promotes a learning environment which is completely free from bullying and demonstrates respect for diversity and equality.

Complaints

The school makes every effort possible to resolve any complaints received by students and homestay providers within 24 hours.

Any student wishing to make a complaint should address the complaint to the Designated Safeguarding Lead (DSL) who will ensure the complaint is passed to the relevant person to be addressed.

Where possible, action will be taken to resolve the complaint and, where necessary, procedures will be amended to satisfy the complaint. Where no action is taken the student will be advised of the reason for this.

A full record of the complaint and any action taken will be kept by the DSL in the complaints file.

If a student is still unhappy with the way the school has dealt with the complaint it should be put in writing in English and sent by the student or their family (not by an agent) to complaints@englishuk.com

Contacts: All enquiries and bookings by e-mail: study@ihtorquay.uk

By surface mail to: International House Torquay, 15 St Marychurch Road, Torquay TQ1 3HY

By telephone to: +44 (0) 1803 295 576

Legislation The school is accredited by the British Council for the teaching of English and is a member of English UK. Inspections are carried out by the British Council/Accreditation UK.

Reviewed: May 2025