



## Complaints Procedure

STAGE 1 Your complaint (in person)

Meeting with relevant member of staff

Or

STAGE 1 Your complaint (in writing / by email)

Meeting arranged within 24 working hours

Your complaint will be recorded

You will be told about actions taken

If you are happy with the decision STAGE 1 CONCLUDED

If you are not happy with the decision

STAGE 2 Your complaint is seen by the Project Manager

The Project Manager will further investigate and make a decision

You will be told about actions taken

If you are happy with the decision STAGE 2 CONCLUDED

If you are not happy with the decision

STAGE 3 Your complaint will be presented to the British Council for independent investigation and a final decision