

Introduction

Britannia International Academy intends that there will be no cause to complain about the quality of our services.

We will act fairly, courteously, legally and without bias or prejudice in all such matters and those who choose to submit a complaint will not be disadvantaged in any way by doing so.

Britannia International Academy will endeavour to resolve all problems quickly and efficiently.

We are committed to providing the best possible service and we welcome all forms of feedback.

Definitions

A complaint is an expression of dissatisfaction by any customer regarding the quality of service provided by **Britannia International Academy**

Complaints Procedure

We aim to solve the problem as quickly and efficiently as possible.

Complaints can be made in email or in writing. All complaints made through email should be sent to **info@britacademy.uk** and **info@mystudycorner.co.uk**

Written complaints should be addressed to: **Adina -Cristina Tulbure, 6 Mackenzie Street, Bolton BL16QR, Manchester**

Once received, the complaint will be passed to the team that is best placed to investigate and resolve it. We aim to respond to all complaints within **30 days** of receipt.

Please note complaints sent through the post may take several days to reach us and may result in a longer response time.

Britannia International Academy is a trading name for My Study Corner LTD in the United Kingdom and its Romania branch, My Study Corner LTD Bolton sucursala Bucuresti.



+44744888931
+447823603136



info@britacademy.uk
www.britacademy.uk



Registered Address: Bartle House, Oxford Court, Manchester, England, M2 3WQ
Operational Centre: Douglas House, 196 Belmont Rd, Bolton BL17AR, Office 2

If complaints are made verbally by telephone, a written account of the enquiry will also need to be submitted by the complainant before we will investigate it.

Occasionally, depending on the nature of the complaint, we may need longer than **30 days** to issue a full response. If this is the case, we will contact the complainant via email or post after **30 days** to provide an update on our progress.

All complaints, of any nature, will be investigated thoroughly and evidence gathered from relevant sources. The investigation will be coordinated by the appropriate investigating manager who will seek advice and input from other relevant colleagues, as necessary and appropriate.



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