

# APPLICANT COMPLAINT POLICY





# OUR COMPANY

## ABOUT US

At Enroll Direct, we are committed to bridging the gap between aspiring students and prestigious educational institutions. Our mission is to make education accessible and support students in achieving their academic goals through streamlined admission processes. Our team comprises certified counselors by ICEF and the British Council, ensuring the highest standards of guidance and support.



### Mission

To provide seamless access to quality education. We aim to empower learners to shape their own futures, bridge the gap between ambition and achievement.



### Vision

To redefine education accessibility globally, enable individuals to embark on learning journeys with ease and to encourage learners and broaden global opportunities.

# 4

Renown Accreditation

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# 2

Offices worldwide

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# 200+

Happy Students

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# ABOUT THE POLICY

## POLICY AIM

At Enroll Direct, we are committed to delivering high-quality services to all students and stakeholders. While we strive for excellence, we understand that there may be occasions when individuals feel that our service has not met expectations. This policy outlines how students and stakeholders can raise concerns or complaints and how these will be handled fairly, promptly, and professionally.

We actively welcome feedback, including complaints, as it helps us improve and maintain high standards.

## SCOPE

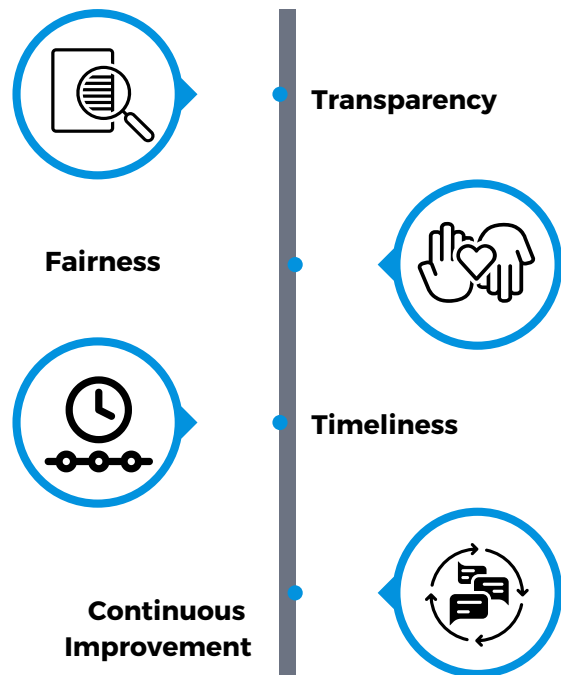
This policy applies to all services provided by Enroll Direct, including but not limited to:

- Student counseling
- Application and visa support
- IELTS or language services
- Personal statement and CV workshops
- Communication and interactions with our team (full-time, part-time, or commissioned)



# PRINCIPLES

- Clear, accessible procedures for making a complaint.
- All complaints are treated impartially and confidentially.
- Complaints will be acknowledged and resolved within specified timeframes.
- Complaints are used constructively to enhance services.



## EXPECTED OUTCOMES

We uphold the rights of all students and stakeholders to voice concerns without fear of prejudice or discrimination. Complaints will be dealt with in accordance with our Equal Opportunities and Anti-Discrimination Policy.



# PROCEDURE



## Informal Resolution

### STAGE 1

Where possible, students are encouraged to raise issues informally with the staff member involved.

Many concerns can be resolved quickly at this stage.



## Formal Complaint

### STAGE 2

If the issue is not resolved informally, the student may submit a written complaint by email to: [info@enroll-direct.com](mailto:info@enroll-direct.com). The complaint form can be found in the document section of the website. A team member will acknowledge receipt within 3 working days.



## Review or Escalation

### STAGE 3

If the complainant is unsatisfied with the resolution, they may request a review. A senior manager (or designated reviewer) will assess the complaint and issue a final response within 10 working days.



# APPEALS PROCESS



For academic or application-related decisions, students may appeal under the following conditions:



## 20 Days

Appeals must be submitted in writing within 20 days of the decision.



## Outcome

A reviewer will be assigned, and an outcome will be communicated in writing.



## External Involvement

If not resolved internally, the case may be referred to the relevant university, awarding body, or regulatory authority



# RECORDS AND REVIEW

## RECORD KEEPING

- All complaints are logged in a secure database accessible only by authorized HQ staff.
- Records include the complaint, communication trail, investigation steps, and final resolution.
- Data is retained for 12 months in accordance with data protection and audit guidelines.

## MONITORING AND REVIEW

- Complaints will be logged and reviewed quarterly to identify trends or areas for improvement.
- Lessons learned will inform team training and quality assurance procedures.
- This policy is reviewed annually or in response to legislative or operational changes.





# CONTACT INFO

[www.enroll-direct.com](http://www.enroll-direct.com)

[info@enroll-direct.com](mailto:info@enroll-direct.com)

+44 7375 627517

This policy is publicly available and shared with all new employees and student partners. We welcome feedback on the complaints process to help us improve.







# COMPLAINT FORM

## Dear Applicant

Use this form to raise a concern or complaint about any of our services or staff. We aim to handle all concerns fairly, confidentially, and in a timely manner.

### Personal details

|                |  |
|----------------|--|
| Name*          |  |
| Date of Birth  |  |
| Mobile number  |  |
| Email address* |  |

### Details of Complaint

|                                                                  |
|------------------------------------------------------------------|
| <input type="checkbox"/> Counselling / Course Advice             |
| <input type="checkbox"/> Application or Visa Process             |
| <input type="checkbox"/> Application or Visa Process             |
| <input type="checkbox"/> IELTS / CV / Personal Statement Service |
| <input type="checkbox"/> Communication or Customer Service       |
| <input type="checkbox"/> Other (please specify)                  |

|                                       |  |
|---------------------------------------|--|
| Name(s) of Staff Involved (if known): |  |
| Nature of your Complaint              |  |
| Date of Incident:                     |  |

Your complaint will be acknowledged within 3 working days, and a full response provided within 10 working days.