

At StudyIn, we want every student to have the best possible experience. If things go wrong, we want to know so we can put them right. Feedback helps us improve our services for you and future students.

## What You Can Complain About

You can make a complaint about any StudyIn service, including:

- University placement and application support
- Visa assistance
- Pre-departure support
- Accommodation services
- Scholarship or financial guidance
- Any other services provided by StudyIn staff, sub-agents, or franchise offices

## How to Make a Complaint

### Step 1: Try Informal Resolution

Talk to your StudyIn advisor, local branch manager, or sub-agent first. Many issues can be sorted quickly this way.

- We aim to resolve informal complaints within 5 working days.
- All informal complaints are logged so we can track them.

### Step 2: Submit a Formal Complaint

If you're not satisfied, you can send a formal complaint within 14 days of the problem.

Email: [complaints@gostudyin.com](mailto:complaints@gostudyin.com)

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## Include:

- Your name and contact details
- Your student ID (if you have one)
- What happened (with dates, names, and documents)
- Which StudyIn office supported you. If you were supported by a partner of ours, please indicate this.
- What you would like to see happen

## What Happens Next?

**Acknowledgement:** You'll get an immediate auto-reply confirming we've received your complaint.

**Investigation:** A senior staff member not involved in your case will investigate your complaint.

## Outcome:

- We aim to provide you with a response within 5 working days. For complex cases, we may need up to 10 working days to respond. If we deem your case to be complex, we will let you know.
- If our investigation is taking longer for any reason, we will keep you informed and let you know the revised timescale.

## Your Rights

- You will not be disadvantaged for making a complaint.
- Your complaint will be treated confidentially.
- You can ask for updates at any time.
- Translation help is available if needed.
- Support staff are here to guide you through the process.

## Keeping It Fair

- All complaints are reviewed by people not involved in your case.
- We regularly review complaints to improve our services.

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