

EduQuantica Ltd – Student and Parent Complaint Form

How to make a complaint

Any student, parent or guardian can use this form to complain about the service they received from EduQuantica Ltd. We will acknowledge your complaint within 5 working days and send a full written response within 20 working days.

EduQuantica Ltd is committed to the National Code of Ethical Practice for UK Education Agents and the UK Agent Quality Framework (AQF). Making a complaint will never affect the advice or support you receive from us, and it will not affect your application to any university or college.

How to send this form

- Email: complaints@eduquantica.com
- Post: Complaints Officer, EduQuantica Ltd, [registered address]
- In person: at any EduQuantica office, where staff can help you complete it

You may complain in your own language; we will arrange translation where needed. If you need help filling in the form, contact us on [phone number].

Please complain within 3 months of the issue, or of when you became aware of it. We may still look at older complaints in exceptional cases.

The complaint form

Section 1 – About you (the person complaining)

Field	Your answer
Full name	
I am the... (student / parent / guardian / other – please state)	
Email address	
Phone / WhatsApp (with country code)	
Postal address	
Preferred language for our reply	
Preferred contact method (email / phone / post)	

Section 2 – About the student

Complete this if you are a parent or guardian, or if the student is not the person complaining.

Field	Your answer
Student's full name	
Student's date of birth	
EduQuantica student reference (if known)	
Is the student under 18? (yes / no)	
Has the student agreed to this complaint being made on their behalf? (yes / no)	

If the student is 18 or over, we need their consent before we can discuss their personal information with you. Please ask them to sign the consent box in Section 6.

Section 3 – What your complaint is about

Tick all that apply.

- ☐ Advice about courses, universities or colleges
- ☐ Application handling (delays, errors, missed deadlines)
- ☐ Fees, payments or refunds
- ☐ Accuracy of information we gave you
- ☐ Behaviour or conduct of a member of staff
- ☐ Conduct of a sub-agent or partner working with EduQuantica
- ☐ Handling of your personal data
- ☐ Pre-departure or arrival support
- ☐ Other (please describe below)

Field	Your answer
Name of the EduQuantica office or branch	
Name of the counsellor or staff member involved (if known)	
University or college involved (if any)	
Date(s) the issue happened	

Section 4 – Details of your complaint

Please describe what happened, in date order if possible. Include what you were told, by whom, and how it affected you. Continue on a separate page if needed.

What happened

Have you already raised this with EduQuantica staff? If yes, who did you speak to, when, and what was their response?

Earlier contact

Supporting documents – please attach copies (not originals) of anything relevant, such as emails, messages, receipts, invoices, offer letters or visa letters.

- ☐ I have attached supporting documents (list them): _____

Section 5 – What outcome are you seeking?

- ☐ An explanation
- ☐ An apology
- ☐ A refund (amount and currency): _____
- ☐ Correction of information or of an application
- ☐ A change in how we work
- ☐ Other: _____

Section 6 – Declaration and consent

- ☐ The information in this form is true and complete to the best of my knowledge.
- ☐ I consent to EduQuantica Ltd processing my personal data to investigate this complaint, in line with its Data Protection (UK GDPR) Policy. Where needed to resolve the complaint, this may include sharing relevant information with the university or college concerned.

	Name	Signature	Date
Person complaining			
Student (if 18+ and not the person complaining)			

What happens next

1. **Acknowledgement (within 5 working days).** We confirm receipt, give you a complaint reference and name the person handling it.
2. **Investigation.** An investigator who was not involved in the matter reviews records and speaks to the staff or sub-agent concerned. We may contact you for more information.
3. **Written response (within 20 working days).** We explain what we found, whether we uphold the complaint, and any action we will take. If we need longer, we will tell you why and give a new date.
4. **Review by a director.** If you are unhappy with our response, ask for a review within 20 working days. A director of EduQuantica Ltd reviews the case and replies within a further 20 working days. This is our final response.

5. **Escalation to your university or college.** If the issue is still not resolved, you can raise it with the university or college you applied to. UK providers monitor their agents under the AQF and can investigate.

We log every complaint, review trends every quarter, and use what we learn to improve our service. We keep complaint records for 6 years in line with our Data Protection Policy.

Office use only

Field	Entry
Complaint reference	
Date received	
Received by	
Acknowledgement sent (date)	
Investigating officer	
Category	
Sub-agent involved (name / ID)	
University or college notified? (yes / no, date)	
Outcome (upheld / partly upheld / not upheld)	
Action taken	
Response sent (date)	
Review requested? (yes / no, date)	
Review outcome and date	
Closed by / date	