



How to Raise a Concern About Your Education Agent

We are committed to ensuring that all students receive professional, ethical, and transparent support. If you are unhappy with the service provided by your education agent, you can raise a concern with us.

When should you submit your concern?

You should contact us if you:

- Feel you were given incorrect or misleading information by your agent
- Feel your agent has behaved unprofessionally or unethically
- Have concerns about fees, services, or communication that your agent has provided
- Believe your agent did not act in your best interests

How to submit a complaint

Please send your complaint by email to: boarding@nordanglia.com

Include the following information:

- Your full name
- Name of your school/college that you have applied to or are attending
- Name of the education agent/agency
- Description of your concern (including dates if possible)
- Any supporting documents or evidence

What happens next

- We will acknowledge your concern within 2–3 working days
- Your concern will be reviewed confidentially
- We may contact you if further information is needed
- We aim to provide a response within 10 working days

All submissions are handled in confidence. Your feedback will not affect your application or relationship with us.

We work with agents who follow the **Agent Quality Framework and UK National Code of Ethical Practice** and are committed to protecting your interests. Your feedback helps us maintain high standards.