



# Complaint Policy 2024-2025

## Equinox Education Services Ltd (EES) - COMPLAINT POLICY

In the event of any issues arising during your stay in Ireland with EES, please make any issues or complaints known to the relevant people as listed below:

### General Summer School Content:

Noel Doyle: [info@equinox4study.com](mailto:info@equinox4study.com)

### Summer Programme Academic Content:

Noel Doyle: [info@equinox4study.com](mailto:info@equinox4study.com)

Patrick Brennan\_office@equinox4study.com

### Accommodation:

Rachel Hogan

Email: [rachel@equinox4study.com](mailto:rachel@equinox4study.com)

### Financial:

Tomoko Doyle [accounts@equinox4study.com](mailto:accounts@equinox4study.com)

Upon receipt of a general complaint an acknowledgement will be sent within 24-hours. An appropriate resolution will then be sought informally. If the complaint is more serious in nature, a more formal procedure will be followed by the relevant person or people. In the case of the latter, you may be required to submit your complaint in writing in order for EES to best achieve a lasting and meaningful resolution.

We aim to resolve all complaints as swiftly as possible, and within a maximum calendar of five working days. If you are still not satisfied upon completion of this complaints procedure, the please Mr. Noel Doyle, Managing Director, Equinox Education Services is directly contactable at [info@equinox4study.com](mailto:info@equinox4study.com) or on 0879975625.