

Great British Guardians Complaints Policy

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Policy Statement

Great British Guardians recognises that there may be legitimate concerns or complaints from students, staff, schools, parents or host families relating to *Great British Guardians*. As a company we encourage these concerns or complaints being made known to *Great British Guardians* staff so that they can be addressed in partnership with us, and we can continuously improve our service.

At *Great British Guardians* we:

- Take all concerns and complaints seriously;
- Make every effort to deal with concerns or complaints informally and at an early stage;
- Resolve all complaints within 28 working days of the complaint being received;
- Ensure that complaints are dealt with in line with the procedures set out in this document;
- Ensure that complaints are resolved either to the complainant's satisfaction or with an otherwise appropriate outcome which balances the rights and duties of students;
- Ensure that, where appropriate, a full and fair investigation of the issue is undertaken;
- Ensure that no-one, including students, are penalised for making a complaint in good faith;
- Keep a written record, for at least three years, of all complaints, the action taken and at what stage they were resolved;
- Review regularly at senior management level the written record of complaints and their outcomes;
- Keep confidential all records relating to individual complaints;
- A record of formal complaints and their outcomes is kept by Stephen Arnott, Managing Director in electronic copy regardless of whether they were upheld.

Complaints Procedure

Stage 1: Informal Stage

It is hoped that most concerns or complaints can be resolved informally. A concern or complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf of a complainant, as long as they have appropriate consent to do so. Concerns should be raised with Stephen Arnott, Managing Director, who will:

- Keep a record of the complaint and any action taken;
- Respond to all complaints or concerns within 24 hours;

- Investigate the concern or complaint;
- Report back to the complainant within 5 working days.

If the issue remains unresolved, the next step is to make a formal complaint.

Stage 2: Formal Stage

If the complainant is not satisfied with how the complaint has been handled, they can make a formal complaint. This should be sent in writing to Stephen Arnott or if it is about Stephen Arnott to Kathy Arnott. They will:

- Keep a record of the complaint and any action taken;
- Respond initially to the complainant within 24 hours;
- Investigate the concern or complaint – this may take some time but in any event they will keep the complainant informed of progress made;
- Report back to the complainant formally in writing no later than 28 working days;
- If the issue remains unresolved, the next step is to refer the matter to AEGIS.

Stage 3: Referral of the matter to AEGIS

If complainants are not satisfied with the outcome as decided by *Great British Guardians*, they can contact AEGIS to report their concerns if they wish to do so. Relevant contact details are set out below:

Yasemin Wigglesworth

Executive Officer Association for the Education and Guardianship of International Students (AEGIS)

The Wheelhouse,

Bond's Mill Estate,

Bristol Road,

Stonehouse,

Gloucestershire,

GL10 3RF

+44 (0) 1453 821293

www.aegisuk.net

Review

We are committed to reviewing our policy and good practice annually.

This policy was last reviewed on: 01 April 2021.

Signed by Stephen Arnott.

Date: 01 April 2021