

Guardians — UK —

HOST FAMILY HANDBOOK



Welcome

Welcome to Guardians UK; we are really looking forward to getting to know you and working with you over the coming years whilst you are caring for our students. Guardians UK is run by Helen Lewis who has over 20 years' experience in international education and who understands the importance of nurture and care for children and young people.



AIMS, PRINCIPLES & PRACTICE

Guardians UK cares for the child as if they were our own. We act as the bridge between parents and school: liaising with both, caring for students, and making practical arrangements, all of which enable the child to thrive.

By spending time getting to know the child, meeting up with them regularly and maintaining contact with them, we respond quickly and effectively to their needs, to your requests, to the school and in support of our host families.

Guardians UK staff always act professionally to support all our stakeholders and foster genuine friendships with those in our care.

WHAT IS A GUARDIAN?

Good boarding schools and colleges in the UK insist that all international students have a guardian. A guardian is an adult, based in the UK, who acts independently of the school, caring for the student's welfare, practical needs and academic progression. Having a responsible adult independent of the school and 'in loco parentis' to ensure that students are happy and progressing academically is crucial for the best possible educational experience.

WHY GUARDIANS UK?

Guardians UK provides a quality service to parents, students and schools by building up a positive and caring rapport with the student, offering excellent pastoral care, pairing them up with welcoming host families, mentoring and supporting the student academically, helping them to successfully navigate the next stages of their education, supporting them if they remain in the UK during the holidays and communicating frequently and openly with parents.

WHAT IS A HOST FAMILY?

Guardians UK appoints fully inspected host families who act 'in loco parentis' by exercising the same levels of care as a responsible parent for our young people when they are unable to board at school but remain in the UK. At exeat (occasional weekends when the school closes), half-term holidays or on other occasional days some students stay in the UK and go to live with one of our host families. Guardians UK understands how important it is for young people to feel safe, comfortable and 'at home' whilst staying with their host family and that is why we always try to ensure they stay with the same host family each time. This means you can start to develop a positive and open relationship with your young person and they can make the most of living in the UK when not at school.

We have a Regional Guardian attached to each school who meets the students and their families when they first arrive in the UK and then provides on-going support both to the parents and the child whilst liaising closely with the school. Your Regional Guardian will be your main point of contact with Guardians UK and will offer you advice and support as and when you need it. We appreciate hosting an international student can be a bit daunting at the start, but our staff are always on hand to help you; we have a 24-hour emergency line too.

The purpose of this handbook is to explain how Guardians UK works and, more importantly, to explain how your role as one of our host families works. Do check out our website too:

 www.guardiansuk.com





OUR STUDENTS

Our students come from a range of countries and board at different schools across the UK. They range in age from seven to nineteen years old, although we currently have more teenagers than younger ones. Our students appreciate staying with their host family for an exeat weekend or during a half-term holiday as it affords them an opportunity to relax, make friends with new people away from school and experience living in a household in the UK. As you would expect, every student is different; some appear very shy at the start of their stay with you, whilst others can be more confident. They all have a reasonable understanding and command of the English language, so we don't expect you to be able to speak their language. You'll find their language skills will have improved considerably each time they return to you during the school year as well as during each of their stays with you. Whilst our younger students appreciate being involved in different activities with the host family throughout their stay, our older students are likely to be more independent and to prefer doing their own thing a bit more. We provide you with guidelines on acceptable behaviour and routines for different age groups so that you can make better plans for your time together and we also give guidance over bedtimes and whether the young people can be left in the home alone. This information can be found in Appendix 2- 'House Rules' at the end of this handbook. If you ever have a question whilst hosting, you can always contact your Regional Guardian or Head Office for advice. Before staying with a host family all students read through and discuss Guardians UK 'A to

Z of Behaviour Guidelines' with their Regional Guardian so that they know what to expect when staying with a host family and these are available for you to read through too. Your Regional Guardian will provide you with a profile of your student before you meet them for the first time and, in just the same way, your student will receive a profile of you too. It's possible that the student's parents might like to meet you at some point and Guardians UK will always try to facilitate that if it's logistically possible. By hosting the same student throughout their time at school in the UK, our host families provide a welcoming and supportive 'home from home' experience which helps our students to thrive. As well as being exciting and enriching, the boarding experience for an international student is intense and exhausting too. Knowing that they will be spending time with their own host family at exeat weekends and half-terms is reassuring and they look forward to it. From the host family's point of view, looking after the same student each time means that you can develop a special relationship with them and one that may last long after they have left school. The idea is that the student becomes part of the family and is cared for as if they were one of your own children, and that both sides benefit from the arrangement. Staying with a host family should be a wonderful experience; you provide the young person with a safe and relaxing environment, giving them support, attention, fun and discipline whilst building a lifelong relationship with them which positively impacts upon their whole experience in the UK.

Host Family FAQ's

WHEN WOULD I NEED TO HOST A STUDENT?

Many boarding schools have an exeat weekend midway through each half-term when students may be expected to vacate their boarding house from Friday afternoon until Sunday evening. They would then go to live with a host family. Similarly, during half-term holidays many international students choose to remain in the UK especially if they have a friendly host family to stay with where they feel comfortable and relaxed. A few students also choose to stay in the UK during the longer holidays and would need a host family then too. At the starts and ends of terms, with students arriving and departing from the airports, they might need to stay for a day or two dependent on the timings of their flights.

On occasion a student might have to leave school for a few days or longer as a sanction if they have broken a school rule and would then need to stay with a host family. Some students attend work experience placements away from their school and need hosting during that time.

WOULD I ALWAYS HOST THE SAME STUDENT?

We aim to pair up host families with the same student each time so that both parties can form positive relationships with each other over the course of a student's schooling. This way many host families maintain ties with their students long after they have left school. However, we do sometimes need to find a host family at short notice or the students might request staying in a different location or with their friend one holiday and then we might ask you to host someone different.

HOW OLD ARE THE STUDENTS?

The students can range from seven to eighteen years old although most of Guardians UK students are towards the upper end of that spectrum. You can let us know what age group you would prefer to host.

CAN I SPECIFY IF I WOULD LIKE TO HOST A BOY OR A GIRL?

Yes, you can.

HOW MANY STUDENTS CAN I HOST?

At Guardians UK, three is normally the maximum number of students for you to host at any one time. Some host families prefer two or three students staying with them so that they have companionship whereas other families prefer just to host one student. The choice is yours.

HOW DO I TREAT THEM – LIKE A GUEST OR ONE OF THE FAMILY?

Ideally the student should be treated as one of your family and will therefore need to know the 'house rules'. For instance, you might expect them to help clear up after a meal or put their dirty clothes in the laundry basket. As a minimum our students are expected to make their own bed and keep their room tidy, just like they would at school. We suggest you discuss your expectations with them near the start of their stay.

WHAT DO I NEED TO PROVIDE FOR THE STUDENTS?

Each student will need to have their own bedroom unless they have specifically asked to share a room with a friend or host family member of a similar age and the same gender. The bedroom needs to be nicely furnished and decorated with sufficient natural light and, as a minimum, a bed, suitable storage and hanging space for clothes, desk, chair, lamp and mirror. We like to provide a desk and chair so that students can study if they need to but, if this is not possible, a quiet study area elsewhere in the house would need to be provided. The room may be en-suite, or the student needs reasonable access to a lockable bathroom. If using a shared bathroom, it's a good idea to suggest times when it's in less demand.

Your student will also need to feel comfortable using the other communal areas in the house – kitchen, sitting room etc but they are not permitted access to the other bedrooms in your house, your en-suite bathrooms or your office/study area.

Clean bedding, towels and basic toiletries should be provided and we expect you to do the student's laundry for them unless they are older and keen to use the laundry facilities themselves and you're happy with that arrangement. Some students might not like having their underwear washed for them and will prefer to do that themselves.

You will also need to provide free access to good wifi and in Appendix 2 – 'House Rules' at the end of this booklet you'll find some guidelines to advise you on precautions you can take to help support our Online Safety Policy which can be found on our website or upon request.

DO I HAVE TO COLLECT AND RETURN MY STUDENT TO SCHOOL?

If you can offer this service, then it's all to the good. However, if not, Guardians UK will organise transport at the start and end of your student's stay.

WHAT SORT OF FOOD WILL I NEED TO PREPARE FOR THEM?

You need to provide them with three meals a day. Breakfast can be fairly light and many of the students, especially the older ones, won't want it too early! One of either lunch or dinner will need to be a good hot meal. The students will also need to know how and where to access snacks and drinks during the day. Older students may well wish to prepare food with you. We'll inform you of any allergies or specific dietary requirements in advance.

DO I NEED TO SPEAK THEIR LANGUAGE?

No. As they are enrolled at school in the UK all our students will understand and be able to use English to a sufficient degree. One of the reasons why staying with a host family is so popular amongst international students is that they want to experience everyday life in Britain and improve their English.

WHAT IF I DON'T KNOW ANYTHING ABOUT THEIR CULTURE OR RELIGION?

What matters here is that you respect their culture and religion and appreciate that there will be differences between you and them. For many host families this is a real perk of the job – they learn all sorts of things from their student about their home country and life. If you normally attend religious services explain to them what they're like but don't assume your student will wish to accompany you. They may well wish to attend a different religious service and Guardians UK will enable them to do this if at all possible.

WHAT IS A 'NORMAL' HOST FAMILY?

There is no 'normal' host family. Guardians UK families can be parents with younger children or teenagers, an older couple or a single person. The key factor is being able to provide a welcoming and caring home for a young person far from home.

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I'VE GOT PETS AT HOME, IS THAT A PROBLEM?

A member of the Guardians UK team would visit your house before the arrival of any students to meet everyone in your household plus your pets. As long as we think all is safe then pets are fine. However, pets are viewed differently in other cultures, so your students might be very nervous around them to begin with but can then go on to form strong bonds as time progresses and confidence grows.

SHOULD I ORGANISE THINGS TO DO WITH THEM?

As you get to know your student you will be better at appreciating the sort of things they might like to do during their stay with you. Your student's profile, which you receive before they stay with you for the first time, will tell you what your student's hobbies and interests are so you can start planning what you might like to do. Younger children will need more things organising for them and a more active approach to their day. Older students, and those preparing for exams, may be more than happy to spend much of their time relaxing or working. Almost all the students will spend a considerable amount of time on their electronic devices too!

DO I NEED TO BE AT HOME ALL THE TIME WHEN THE STUDENT IS STAYING WITH ME?

This depends very much upon the age of your student. We would expect you to treat them like your own children so our younger students would need to be supervised by an adult all the time, whereas older ones would need much less direct supervision. You can find more detailed guidance about this towards the end of this booklet.

WHAT HAPPENS IF I CAN'T HOST MY STUDENT DURING ONE OF THEIR HOLIDAYS?

We aim to provide you with schools' term dates well in advance, so you can block out exeat and half-terms but of course we understand that occasionally you may not be available to host. We ask you to inform us in plenty of time if this is the case so we can find an alternative host family for your student.

CAN ANYONE BE A HOST FAMILY?

At Guardians UK we want to make sure that our students are paired up with the most suitable host family to care for their individual needs and place safeguarding at the heart of all that we do. For this reason, we welcome expressions of interest from anyone over the age of 25 permanently resident in the UK. We then visit your home, check the accommodation meets our criteria, meet your family and members of your household and discuss ideas about caring for young people. If both parties are still keen to pursue the idea, Guardians UK will apply for Enhanced Disclosures for all regular members of your household aged 16 and above through the Disclosure & Barring Service (DBS). Assuming these are clear, you then agree and sign a contract with Guardians UK. Once you start hosting students, a member of the Guardians UK team visits you regularly to help with any initial concerns and offer support as needed.

WOULD I GET ANY TRAINING?

Yes, Guardians UK will train you in all matters relating to safeguarding and require you to complete an online Introduction to Child Protection course (funded by Guardians UK) or a similar equivalent and provide you with regular updates at least on an annual basis and more frequently than this if circumstances dictate. Our Child Protection and Safeguarding Policy, Prevent / Anti-Radicalisation Policy and Missing Student Policy along with other linked policies are available on our website or upon request. We are committed to safeguarding and promoting the wellbeing of our students and expect all our staff, host families and working partners to share this commitment. You can find more specific guidelines and suggestions for looking after young people in your home including topics such as the safe use of electronics, going out during the day and evening, storage of medicines, lending money etc at the end of this booklet.

WHO WOULD HELP ME IF I HAD A PROBLEM?

Your Regional Guardian is your main contact with Guardians UK and they know your student. However, a member of the Guardians UK team is on call 24/7 so be assured there is always help on hand. Helen Lewis is Designated Safeguarding Lead (DSL). Understandably, at times, some of our students feel homesick and this may happen whilst they are staying with you as living in your home triggers their memories of being back in their home. If they are homesick there are several things you could do; encourage them to talk about their feelings, ask them to show you some photos of their home life, cook some food together which reminds them of home and, most importantly of all, show them empathy and care so that they feel secure. If they do open up to you and talk about their emotions, then it means they feel very secure with you. In the unlikely event of any damage or loss to your property Guardians UK will reimburse you.

WHAT HAPPENS IF I DON'T GET ALONG WITH MY STUDENT OR THEY ARE UNHAPPY STAYING WITH ME?

Some students are very shy when they first stay with their host family and find the whole idea of living and interacting with a family rather daunting. Other students may prefer to stay in their room working or relaxing. This does not necessarily mean they are unhappy; they may well be exhausted after a really busy few weeks at school and be revelling in the fact that they have finally got some privacy and quiet! However, if you find things are really not working out, then contact your Regional Guardian and they will support you to find a solution.

If there were an incident with your student, you may only use reasonable, appropriate and lawful means of control and contact to provide comfort if in distress and to maintain safety and good order within the home. If, for example, your student is upset it might be appropriate to put an arm around them to comfort them and to sit with them for a while, but try to do this in a communal area rather than in the student's bedroom. In the unlikely event that you had to use any form of physical restraint then you must contact Guardians UK immediately to explain the circumstances. Under no circumstances must physical punishment be used.

WHY WOULD I BE A HOST FAMILY – WHAT'S IN IT FOR ME?

First and foremost, you get paid for hosting and we can let you know the current rate. You will also be reimbursed for any reasonable expenses accrued on behalf of your student, such as transport costs, ticket prices, pocket money etc. Further details can be found in Appendix 5 – 'Expenses & Payments' at the end of this booklet. But also, and perhaps more importantly, as a host family you get an opportunity to welcome a young, impressionable, international student into your home. Not only will the student benefit from the opportunity to live and learn within a warm and friendly household, but you and your family will have the opportunity to help a young international student thrive, you'll learn about and embrace another culture and possibly secure lifelong friendships.

Appendix 1:

STUDENT NEEDS

MONEY

Most of our students have bank accounts and use bank cards or Apple Pay on a day-to-day basis to purchase things. However, they might occasionally need cash and, if so, you may provide them with up to £50 per stay which you can then claim back. If they need more than this, please contact your Regional Guardian for authorisation.

MEDICAL

We will discuss with you in advance if any of our students have specific medical needs. Each student has been registered with the NHS through their school so in the event of them falling ill whilst staying with you please do what you would for your own child. This may include giving them basic medicines which you have at home but do double check first that they have no medical allergies and have taken that sort of medicine before. It may also mean organising a doctor or dental appointment for them, attending your local A&E department or even calling an ambulance. Where possible please attend appointments with the student but be aware that older students might wish to conduct the appointment alone and they have a right to do this. Our students are eligible to be treated on the NHS so no payments should be needed. Please also inform Guardians UK of any illness through your Regional Guardian.

SAFEGUARDING

Guardians UK is fully committed to safeguarding and promoting the wellbeing of our students and we expect all our staff, host families and working partners to share this commitment.

We operate on the premise that 'it could happen' and have the following policies and documents in place to safeguard our students and staff:

- Child Protection and Safeguarding Policy
- Prevent / Anti-Radicalisation Policy
- Missing Student Policy
- Anti-Bullying and Cyberbullying Policy
- Online Safety Policy
- Whistleblowing Policy
- Safer Recruitment Policy
- Privacy Policy
- Complaints Policy
- Emergency Contingency Policy

These are all available to view on our website www.guardiansuk.com or from Head Office upon request. All staff receive safeguarding training as part of their induction, including an online Introduction to Child Protection course, and ongoing support and updates at least annually.

Guardians UK Director, Helen Lewis is the Designated Safeguarding Lead (DSL) and can be contacted on 01823 703199.

Our Anti-Bullying and Cyberbullying Policy reflects Guardians UK views on this subject and provides advice on how to deal with any related issues. Should a host family become aware of any form of bullying whether from the point of view of the victim, perpetrator or bystander they need to inform their Regional Guardian and offer appropriate support to their student.

By working as a host family with Guardians UK you adopt our safeguarding principles. By signing your contract, you agree to uphold Guardians UK highest standards and we agree to provide you with the highest standards of support and commitment to carry out your role.

At the end of your student's stay we always follow up with them to find out how the stay has gone and we ask you to do the same either by calling us or emailing us when you send in your completed expense form. This way we can best support you and the students going forwards.

Appendix 2:

HOUSE RULES

GROUND RULES

Although it may seem a bit formal, experience has shown that it is a good idea to set the ground rules at the start of your student's stay. They will have already read through their A-Z of Behaviour Guidelines, but it is a good idea to refresh their minds. This helps if students are a bit shy and don't like to keep asking what they should do or if students are wishing to push the boundaries. We suggest you give them a tour of the house when they first arrive, introduce them to other members of your household, tell them when the best times are to use the bathroom, explain where and how they can help themselves to snacks and drinks, how to access the wifi, what to do with their laundry and how to address each of you. This makes them feel more comfortable and 'at home'. Try to ensure that your welcome and that of your household is warm and that your student is made to feel welcome right from the start.

CONTACT DETAILS

All our students are provided with Guardians UK contact details. Please check they have them and make sure your contact numbers have been added to their mobile.

SMOKING, DRUGS & ALCOHOL

School rules forbid students from smoking regular cigarettes and e-cigarettes as well as taking, selling or dealing in any type of drugs, including new psychoactive substances or any controlled substance which is supplied for misuse. The same rules apply when our students are staying with their host families. Regarding alcohol, different schools have different rules whilst still following UK law. At Guardians UK we discourage all under 18-year olds from drinking alcohol at all. Students who are 18 years old or over may drink a small amount with a meal if appropriate.

INTERNET

In line with our Online Safety Policy we aim to educate and monitor use of the internet and social media to safeguard our students. All students staying with you will want to use your wifi so please make sure it works adequately across the house and provide them with the name and password, but the use of it is entirely at your discretion. With younger children we suggest they only use their devices in communal areas and only for a limited amount of time each day and certainly not at night time. With older students we suggest the rules are much more flexible. They will all want to spend quite a lot of time connected to the wifi and do remember the time difference when they are communicating with their families or friends back home. For some this might have to happen late at night or early in the morning. Try to keep a watchful eye on what they are accessing via the internet although we understand that is not easy. They should not be using your own PC or other devices – we would expect them to have their own.

If you have any concerns about internet usage, please contact your Regional Guardian and refer to our Online Safety Policy which contains links to several websites providing useful additional information and support for staff and carers to keep children safe online.

STAYING HOME ALONE

Whilst there are no legal restrictions, we expect our host families to adhere to the NSPCC advice on adult supervision. Their guidelines state the following:

- Students 12 years of age or younger should not be left alone at home for a long period of time.
- Students are not to be left at home alone regardless of their age if they do not feel comfortable with this.
- All students must know how to contact you in an emergency and you need to be able to return to them within a reasonable timeframe.
- In addition to NSPCC advice, Guardians UK insists that no students should be left alone in the house overnight.

BED TIMES

In most schools, students have fixed times when they must go to bed and when they get up. As the students will generally be staying with you during their school holidays these times can be more flexible. We suggest you discuss these, particularly with younger students, at the start of their stay as part of your ground rules.

GOING OUT, TRAVELLING & CURFEW

Depending upon the age of your student and where you live, they may want to go out independently whilst staying with you. There are a few points to consider when deciding whether this is appropriate or not such as; the age of the child, maturity, knowledge of the locality, going alone or with someone and distance away. Our guidelines are that students under 14 years old should not go out alone, whilst 14 to 16-year-olds are permitted to go out for short periods of time to specific places at appropriate times whilst 17 and 18 years olds are more independent but should always be back with you by 10pm. Whenever students go out they must take their fully charged mobile phone, store important contacts on their phone, have access to money if needed and inform you of their plans including where they are going, how they are travelling, who they are going with or meeting up with and what time they intend to return. In other words, we expect them to keep you fully informed of their plans, just like you own son or daughter of that age would. It is important to note that, as a rule, only Guardians UK students who are 16 or over can use public transport so you would need to assess their travel plans and decide whether you felt they were age appropriate or not.

STAYING AWAY OVERNIGHT

Occasionally your student may ask to go and stay with friends overnight and this type of request often comes at the last minute. They are not permitted to do so unless the visit is sanctioned by Guardians UK and by their own parents. You would need to contact your Regional Guardian or Head Office and we would seek permission to ensure that we comply with UKVI (UK Visa & Immigration service) requirements.

If, as a host family, you wish to stay away overnight taking your student with you then, again, you must seek permission from Guardians UK. Whilst this can often be a great experience for the student, it can have implications upon safeguarding as well as UKVI which are tricky to resolve.

We appreciate that the students staying with you are all individuals with varying degrees of maturity, so whilst we give you guidance to help and support you in this handbook, we are happy for you to make personal judgements based on your own instincts. You can always ask your Regional Guardian for advice too – please don't ever think you are operating alone!



Appendix 3:

HOUSE & HOUSEHOLD CHECKS

SAFEGUARDING CHECKS

Before hosting a student, we need to facilitate several checks on the people normally in your household. Anyone aged 16 years or older who normally lives in your home needs to have an Enhanced DBS (Disclosure & Barring Service) check facilitated and paid for by Guardians UK to comply with the Safeguarding Vulnerable Groups Act, 2006. This includes anyone who would have regular contact with our students whilst they are staying with you. We encourage you to sign up to the DBS Update Service so that your details are automatically checked on an annual basis, if your circumstances change (a new member of your family moves in, a householder is no longer employed or a new baby arrives) within that time frame you must inform us. It is not possible to host any other paying guests or run a Bed & Breakfast facility whilst looking after Guardians UK students. Guardians UK will request and follow up on 2 written references from people who have known the primary carer in the host family for at least 2 years; this further supports our safeguarding principles. We also check the primary carer's right to work in the UK along with their identity and need them to complete a Health Questionnaire.

HOST FAMILY PROFILE

We ask all members of the host family to complete a self-declaration form and ask you to provide details about all members of your household who may be present when students are staying with you. We then collate these details to produce a short profile with photographs of the host family which we send out in advance to students and parents.

FORMAL AGREEMENT

All host families working with Guardians UK will be provided with Terms & Conditions under which both parties operate. If a host family decides to terminate their work or Guardians UK wishes to terminate the agreement, details of the processes can be found in these Terms & Conditions.

HEALTH & SAFETY ASSESSMENT

Before pairing up students with homestays, Guardians UK carries out the following Health & Safety checks on your property:

- Minimum of one smoke alarm per storey
- Carbon monoxide alarm in any room containing a gas, liquid or solid fuel burning appliance
- Annual gas safety check undertaken by a Gas Safe registered engineer
- Safe electrical systems
- Accessible routes out of the house in case of a fire
- Fire-fighting equipment, if provided, is suitably serviced
- Fire guards in use when open fires are lit
- Matches & lighters are safely stored
- Basic First Aid kit is available
- Safe storage of any prescription medication
- Appropriate storage of alcohol
- Awareness of basic food hygiene for meal preparation
- Safe storage of food
- Adequate home insurance to cover international students staying (this should not increase your premium)
- If CCTV is present, written proof that Information Commissioner's Office (ICO) guidelines have been followed

VISITS

Guardians UK will revisit each host family at least once a year to offer support and to recheck the points above at a mutually convenient time. Suitable notice will always be given. Accreditation from AEGIS (Association for the Education and Guardianship of International Students) requires that host families may need to provide access to their accommodation for purposes of inspection.

Appendix 4:

VEHICLE CHECKS

Some of our host families are willing to collect and return students to their school at the beginning and end of their stay and we encourage you to do this if it's practical. Similarly, you may wish to transport your student to and from the airport at the start and end of the school holidays. Please do let us know if this is the case. If not, we arrange for your students to be transported using one of our drivers or a taxi.

If you are using your car to transport students, even if only during their stay with you, you need to provide Guardians UK with a copy of your fully comprehensive car insurance, prove that you have informed your insurance providers that you are using the car for business purposes, and a copy of your current MOT certificate if applicable. Please ensure any student younger than 12 years old and less than 135cm tall uses an appropriate car seat, whilst all others wear a seat belt.

Appendix 5:

EXPENSES & PAYMENTS

All expenses claimed by host families are charged to the Student Expense Account. Guardians UK must be able to justify and explain all expenditure to parents when they receive their invoices each term. The following payments are made:

- Accommodation fee per student per night or part thereof
- Mileage plus an hourly rate for school collections, airport runs or excursions solely for the student
- General expenses include but are not limited to; meals out, concert, theme park, cinema, or theatre tickets, pocket money, dry cleaning and haircuts.

If you need to spend more than £50 per day on these general expenses, then please seek

authorisation from Guardians UK first. When claiming expenses, include receipts whenever possible. You will be provided with a claim form which you can complete by hand or online and then return it to Guardians UK along with scanned/photographed copies or paper copies of your receipts. We shall process your claim within 10 working days of receipt and make payments directly into your bank account.

Appendix 6:

SUGGESTIONS, CONCERNS & COMPLAINTS

If you have any comments on this booklet, any of our literature or operating procedures and how they may be improved then please email us at info@guardiansuk.com.

We value working with you but appreciate you may, on occasion, have concerns about Guardians UK. If so, please contact either your Regional Guardian or Director, Helen Lewis and we will try to resolve things to your satisfaction.

If, however, you still feel aggrieved or concerned the Guardians UK Complaints Policy is available on our website www.guardiansuk.com or upon request and you can follow the procedures suggested within it.

Contact Details

YOUR FIRST POINT OF CONTACT IS
YOUR REGIONAL GUARDIAN

✉ info@guardiansuk.com

🌐 www.guardiansuk.com

📞 Head Office: 01823 703199

📞 Emergency: 01823 703199 ext. 1

Helen Lewis, Director

✉ helen.lewis@guardiansuk.com

📞 01823 703190

Guardians
— UK —

YOUR CHILD IS OUR PRIORITY.

WWW.GUARDIANSUK.COM

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