

# Guardians — UK —

## Complaints Policy

Guardians UK recognises that there may be legitimate concerns, complaints or grievances from

- Parents
- Students
- Staff
- Schools
- Host families
- Agents
- Other partners

about any aspect of Guardians UK services or activities. We encourage any concerns to be made known to Guardians UK as soon as possible so that we can work together in partnership to address them and improve our service. A complaint or grievance, in contrast to a concern which is raised informally, may be informal or formal and requires investigation. This policy lays out our procedures for dealing with complaints quickly and fairly.

Guardians UK:

- Takes all concerns, complaints and grievances seriously
- Aims to resolve all complaints and grievances within 28 working days of the complaint being received, in line with the procedure set out in this policy
- Makes a full and fair investigation of any complaint or grievance
- Ensures that no-one is penalised for making a complaint in good faith
- Keeps a written record for at least three years of all complaints, action taken and outcomes
- Reviews annually the written record of complaints and their outcomes
- Keeps all records relating to complaints confidential

Website: [www.guardiansuk.com](http://www.guardiansuk.com) Email: [info@guardiansuk.com](mailto:info@guardiansuk.com) Tel: +44 (0)1823 703199

### **Stage 1 – Informal**

All complaints, whether orally or in writing, should be made to the individual's line manager and/or Director. A record will be kept by the relevant manager of all correspondence, conversations, responses and action taken. It is hoped that the matter will be resolved satisfactorily between the parties involved. If appropriate, Guardians UK may call upon the services of a suitably experienced and impartial arbitrator.

### **Stage 2 – Formal**

If the matter cannot be resolved informally, then complaints or grievances must be directed, if they haven't already been, in writing to the Director. A record will be kept of all correspondence, responses and action taken. The Director will send a reply to the complainant on the same day as the complaint is received. The reply may be in the form of a holding email, allowing further time to look into the complaint. After the complaint is investigated, a response will be sent acknowledging the complaint and presenting a solution where possible. Any further information given will be taken into account and a final formal response given within 28 working days of the formal complaint being received.

### **Stage 3 – Panel**

If the complaint or grievance cannot be successfully resolved at Stage 2, parties may make a formal representation in writing to:

The Trustees of AEGIS (the Association for the Education and Guardianship of International Students),  
c/o Yasemin Wigglesworth, Executive Officer  
The Wheelhouse, Bond's Mill Estate,  
Bristol Road,  
Stonehouse,  
Gloucestershire,  
GL10 3RF  
[info@aegisuk.net](mailto:info@aegisuk.net)  
+44 (0) 1453 821293

A complaints panel comprising three people, one of whom will act as chair, will be appointed to hear the complaint or grievance. The panel will be made up of independent and impartial arbitrators, with an interpreter in attendance if necessary. The decision of the panel will be final. AEGIS will keep a written record of the complaint and the action taken, regardless of whether the complaint was upheld or not. A written report of the findings, along with any recommendations, will be made available to the complainant and, where appropriate, the person who has been complained about.

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