

# Complaints Procedure

Updated February 2022

UK Guardians has a staged complaints procedure through which we aim to resolve concerns as quickly as possible.

Details of the 3 stages of the complaint's procedure are outlined below:

## TIMESCALES

In order to help us to investigate and resolve any area of dissatisfaction you should notify us of your concern at Stage 1 as soon as possible and no later than 3 months after its occurrence.

Complaints made at Stage 2 must be made within 3 months of exhausting Stage 1 of the complaints procedure and complaints made at Stage 3 must be made within 3 months of exhausting Stage 2 of the complaint's procedure.

## STAGE 1

Rather than let an issue of concern or an area of dissatisfaction become a complaint, we hope that you will try to resolve your issue by: -

- Raising your concerns directly with the member of staff who, in your opinion, is responsible, or directly with your Tutor at your School/College.
- Raising concerns through UK Guardians office is where you can raise general concerns or issues with regard to your School/College or Host family.

If you are a member of the Public, Parent, Host Family or ex-student and you are dissatisfied or have concerns about the service provided by UK Guardians you should in the first instance:

- Raise the issue directly with UK Guardians Director Helen Herridge

Our feeling is that the majority of issues are capable of being resolved at Stage 1 within a target of 10 working days. If your concern is not satisfactorily resolved at Stage 1, you have the opportunity to move to Stage 2.

## STAGE 2

UK Guardians appreciates that there may be occasions where the above process is inappropriate and that a more formal approach is necessary.

Where it has not been possible to resolve matters to your satisfaction under Stage 1 you should contact the UK Guardians Director. This can be performed in a number of ways and examples are provided: by letter, by email or verbally.

Contact details are as follows:

<b>Company Director</b>	<b>Address</b>	<b>Telephone No</b>
Helen Herridge	New Barn House Bransgore Christchurch BH23 8AX	07833 11 59 15  01425 529118
<b>Email</b>	<a href="mailto:helen@ukguardians.co.uk">helen@ukguardians.co.uk</a>	

If you write to us, please outline your concerns as clearly and in as much detail as you can. Please include your name and address, dates locations and witnesses as appropriate. You should outline any previous unsuccessful attempts at resolution and what reasonable steps should be taken to resolve the complaint.

The Company Director will approach the relevant School, College, Host Family, or staff member on your behalf. You will receive a response within 10 working days, and we will tell you how we plan to investigate and when you might expect a detailed answer. It is our aim that most complaints under Stage 2 should be resolved within 28 days. You will be informed if there is likely to be any delay in the process.

The Company Director will notify you in writing of the result of your complaint and the reasons for the decision. Alternatively, a meeting can be arranged for feedback to be given.

If your complaint is about the Company Director, you can contact the Accreditation Board of AEGIS or the British Council via the following address. They will then designate a member of the accreditation board to resolve the issue.

<b>AEGIS</b>	<b>Address</b>	<b>Telephone No</b>
Adam Lubbock CEO	The Wheelhouse Bond's Mill Estate Bristol Road Stonehouse Gloucestershire GL10 3RF	01453 821293
<b>Email</b>	<a href="mailto:info@aegisuk.net">info@aegisuk.net</a>	
<b>British Council</b>	<b>Address</b>	<b>Telephone</b>
	British Council Customer Service UK Bridgewater House 58 Whitworth Street Manchester M1 6BB	0161 957 7755
<b>Email</b>	<a href="https://www.britishcouncil.org/contact/webform">https://www.britishcouncil.org/contact/webform</a>	

### **STAGE 3**

If you are dissatisfied with the response to your Stage 2 complaint, you have the right to escalate your complaint to Stage 3. You should put your complaint in writing, detail the reasons for your dissatisfaction, what you have done to try to remedy the complaint informally and what you would like us to do next. Any complaint against an individual will be dealt with in a confidential manner.

Stage 3 complaints should be sent to either of the above contact details, you will receive a response within 10 working days and we will tell you how we plan to investigate and when you might expect a detailed answer.