

UKGuardianship Complaints Policy

Policy Statement

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

At UKG 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 Annie Fang, (Head of Education and Guardianship) 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 to Annie Fang, Head of Education and Guardianship. Annie can be contacted via email at service@ukguardianship.com or by telephone on +447749 541452.

Complaints may also be made by a third party acting on behalf of a complainant, if they have appropriate consent to do so.

Records will be kept, in chronological order, of all correspondence, subsequent responses and action taken. It is to be hoped that the matter will be resolved satisfactorily between the parties involved at this stage. An informal complaint should expect a response within 2 working days.

Stage 2: Formal Stage

If the matter cannot be resolved informally a formal complaint can be made and directed, in writing, to Annie Fang (service@ukguardianship.com), or Susan Fang (director@ukguardianship.com), whoever is more appropriate. Alternatively, grievances can be addressed in writing to UKGuardianship, Kinetic Business Centre, Theobald Street, Borehamwood, WD6 4PJ.

Once received, UKGuardianship will:

- Keep a record of the complaint and any action taken;
- Respond within 24 hours to formally acknowledge the complaint;
- 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 the grievance remains unresolved at Stage 2, both parties may submit formal written representations to the trustees of AEGIS at:

Yasemin Wigglesworth

Executive Officer - AEGIS

The Wheelhouse, Bond's Mill Estate, Bristol Road, Stonehouse, Gloucestershire GL10 3RF

+44 (0) 1453 821293

www.aegisuk.net

A complaints panel consisting of three members, comprising of independent and impartial arbiters, will be appointed by the trustees to review the grievance. If deemed necessary, an interpreter may be present. The panel's decision will be final.

AEGIS will maintain a written record of the complaint and any actions taken, regardless of the outcome. A written report detailing the findings and any recommendations will be provided to the complainant.

Stage 4

If the complaints panel's decision at Stage 3 does not resolve the grievance, the complainant has the right to escalate the matter through legal proceedings.

Policy Review Date	<i>February 2025</i>
Reviewed by	<i>Alexandra Reddington, Compliance and Communications Officer</i>
Next Review Due	<i>February 2026</i>