

Complaints/Grievance Procedure Parent & Student

If you are dissatisfied with the guardianship services you receive from Guardians International Support Ltd (GIS), you should in the first place, contact Jonathan Sherry, Managing Director, GIS Ltd, 6 New Street Chambers, 2 New Street, Holt, Norfolk NR25 6JJ.

What is a Complaint?

GIS Ltd defines a complaint as an expression of dissatisfaction with any of the services provided by GIS Ltd or any of its approved sub contractors. The complaints procedure is intended to address specific events or actions affecting your son/daughter whilst under the guardianship of GIS Ltd not for expressing general disagreement with the policies or terms of business of GIS Ltd.

How to make a Complaint?

You can contact Jonathan Sherry as follows:

Call on +44 (0)20 3011 5788 (landline)

Call/text on +44 (0)7958 420313 (mobile)

Email at **info@gis-uk.com**

Write to the above address.

When you contact GIS Ltd, please give the following information:

1. The specific aspect of our service to which your complaint refers.
2. Information on whether it is an original complaint or follow up to an existing issue. In this latter case please confirm who is dealing with it.
3. A clear description of the complaint and what you would like GIS Ltd to do to rectify the situation.
4. Confirmation of your phone number and email address to which you would like GIS Ltd to respond.

What happens Next?

If you complain in writing, by letter, telephone or email, we will respond within 24 hours. If it is not possible to give you a full reply within this time (for example, if your complaint requires more detailed investigation), GIS Ltd will tell you what is being done and when you can expect a full response.

GIS Ltd will acknowledge where things could have been done better and tell you what will be done to avoid the same thing happening again. Equally, if GIS Ltd does not uphold your complaint, GIS Ltd will inform you why.