

Complaints/Grievance Procedure Parent & Student

If you are dissatisfied with the guardianship services you receive from Guardians International Ltd (GIL), you should in the first place, contact Jonathan Sherry, Managing Director, Guardians International Ltd, Wagoners Barn, Lullingstone Lane, Eynsford, Kent DA4 0HZ.

What is a Complaint?

GIL defines a complaint as an expression of dissatisfaction with any of the services provided by GIL 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 GIL not for expressing general disagreement with the policies or terms of business of GIL 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 GIL, 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 GIL to do to rectify the situation.
4. Confirmation of your phone number and email address to which you would like GIL 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), GIL will tell you what is being done and when you can expect a full response.

A response to the complaint will be set out within 14 working days and an internal enquiry will take place to decide on a conclusion or referral and all parties will be notified in writing of the outcome. If anyone within the process feels the conclusion is inadequate they are encouraged to seek further advice from an independent body.



& Student

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Independent bodies that you may wish to consider are:

- Local Safeguarding Children's Board – see <https://www.safeguardingschools.co.uk/list-of-lscb-local-safeguarding-child-boards> for the board in your area
- NSPCC – National Society for the Prevention of Cruelty to Children
- AEGIS or QEGUK who are GIS's guardianship oversight bodies.
- The Local Authority children's services where your child is at school.

GIL 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 GIL does not uphold your complaint, GIL will inform you why.