

Complaints/Grievance Procedure Parent & Student

If you are dissatisfied with the guardianship services you receive from Guardians International Ltd (GIS), 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?

GIS defines a complaint as an expression of dissatisfaction or issues with any of the services provided by GIS, our staff 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 not for expressing general disagreement with the policies or terms of business of GIS Ltd.

Note that any complaint that has a safeguarding or child protection risk will immediately be classified raising a concern or report a risk and referred to GIS's Designated Safeguarding Lead and will be taken through our safeguarding and child protection protocols and processes.

Complaint Procedure

GIS follows a three-stage complaint process which is as follows:

1. Informal complaint
2. Formal complaint
3. Complaint referral

An informal complaint differs from a formal complaint in the way it is processed but both contribute to the overall complaints process.

An informal complaint is done through discussion (written or verbal) and should always be attempted before moving into the formal complaint process.

The formal complaint process is started when a parent or student submits a complaint form through the complaint form.

What happens Next?

Informal

If you complain directly by phone, we will endeavour to resolve straight away if not a further call may be needed. We will contact you within 24 hours to follow up and if a resolution is found an email will be sent confirming the resolution and any actions by both or either party. A written record will be made and kept on a confidential file which will be kept up to 3 years after you leave our services.

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 will tell you what is being done and initially arrange a call or video conference with you to discuss this matter. Should a resolution be found an email will be sent confirming the resolution and any actions by both or either



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party. A written record will be made and kept on a confidential file which will be kept up to 3 years after you leave our services.

Should no resolution be found then the complaint will be moved to the Formal Complaint process.

Formal

If a complaint is taken down the formal procedure you will be sent a complaint form which needs to be completed with as much detail as possible. Any evidence or details that help clarify and articulate your complaint and help with the investigation will need to be attached to this form. Once this is sent back to GIS you will receive an acknowledgement within 24 hours.

GIS will then carry out an investigation into your complaint and may need to contact you for further clarification.

A response to the complaint will be set out within 14 working days after a thorough internal investigation has taken place. You will be notified of the conclusion or need for referral in writing. Should the conclusion lead to a resolution an email with any actions will be sent to you and a record of the complaint will be made and kept on file whether it has been upheld or not.

Should for any reason further time be required then you will be notified.

If anyone within the process feels the conclusion is inadequate, they are encouraged to seek further advice from an independent body. GIS reserves the right to refer the complaint to a suitable organization if feels are suitably equipped to help in resolution.

Referral

If the complaint remains outstanding and cannot be resolved, you or GIS may choose to refer it to an independent body for them to review and help in resolution.

Independent bodies that we will, and you may wish to consider are:

- Our guardianship oversight bodies
 - Association for the Education and Guardianship of International Students (AEGIS)
 - Boarding Schools Association (BSA)
 - Quality Guardianship UK (QEGUK)
- Resolver UK - a complaint arbitration body

Integrity

As an organization GIS sets the highest standards possible and integrity is held in the highest esteem. We 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 does not uphold your complaint, GIS will inform you why.



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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, 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 to do to rectify the situation.
4. Confirmation of your phone number and email address to which you would like GIS to respond.