

## **Complaints/Grievance Procedure Parent & Student**

If you are dissatisfied with the guardianship services you receive from Guardians International, 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?**

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

At Guardians International 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;
- 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 the Directors in electronic copy/ hard copy regardless of whether they were upheld.

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

### **Complaint Procedure**

Guardians International 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 with 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), Guardians International 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 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 Guardians International you will receive an acknowledgement within 24 hours.

Guardians International 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. Guardians International 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 Guardians International 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 Guardians International 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 Guardians International does not uphold your complaint, we will inform you why.

## **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 **jonathan@gis-uk.com**

Write to the above address.

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