

## **Complaints/Grievance Procedure Staff & Homestay**

If you are dissatisfied with anything surrounding your work with 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 with anything concerning Guardians International or any member of staff, or its approved sub-contractors. The complaints procedure is intended to address specific events or actions affecting you whilst working for or with 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.

### **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 regarding a complaint, 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.

### **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), Guardians International 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.

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, BSA or QEGUK who are Guardians International's oversight bodies.
- The Local Authority children's services where your child is at school.

Guardians International 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.