



Complaints Procedure

This procedure is addressed to all students, parents, agents, partner schools and host families. The policy provides guidelines for handling concerns and complaints. The procedures may be adapted as appropriate to meet the policy aims and circumstances of each case. Separate procedures apply in the event of a child protection issue or if a student is expelled from school.

The policy describes a three stage procedure.

- Stage 1: Informal concern or difficulty notified orally.
- Stage 2: Formally raising a concern or difficulty in writing to the director of Cambridge Guardian Angels Ltd.
- A reviewed complaint submitted in writing is to be sent to Cambridge Guardian Angels Ltd.
- Stage 3: A complaint made to AEGIS the inspecting body for Cambridge Guardian Angels.

Cambridge Guardian Angels aims to resolve any complaint quickly and fairly. A concern about the safety of a student should be notified to Director of Guardianship Services immediately. We need to know as soon as possible if you are dissatisfied with any aspects of our services. We recognise that a difficulty not resolved quickly and fairly can soon become a cause for resentment, which is damaging to all concerned.

This policy aims to separate between a concern which can be resolved informally and a formal complaint which will require investigation.

The Complaints co-ordinator is: Mrs Julia Evans

The main responsibilities of the Complaints Co-ordinator will be:

- First point of contact while the matter remains unresolved and record keeper.
- Co-ordinate the complaints process.
- Monitor the keeping, confidentiality and storage of records in relation to complaints.
- Provide a written response to complaints following an investigation at Stage 2.

Process:

Every formal complaint will be noted on a form, together with the action taken to resolve the issue or concern and this will be kept on file.

Confidentiality: A written record will be kept for three years of all complaints, and of the stage at which they were resolved. The number of complaints received in an academic year will be supplied to parents and AEGIS upon request.

Correspondence, statements and records relating to individual complaints will be kept confidential, unless required by the local authority and/or police.

In accordance with data protection principles, details of an individual complaint will normally be destroyed following an investigation, in exceptional circumstances some details may be retained for a further period as necessary.

The final stage of a complaint (Stage 3) will be considered by an impartial third party- AEGIS and their decision will be final.

The contact details for AEGIS are:

Yasemin Wigglesworth, Executive Officer: yasemin@aegisuk.net

Elaine Austin, Administration Assistant: elaine@aegisuk.net

AEGIS

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