



COMPLAINTS POLICY

This policy is for the benefit of all students, parents, agents, schools and host families.

The policy provides guidelines for handling concerns and complaints against any member of Guardians UK personnel whether paid or unpaid and includes the Guardians UK team members, drivers and host families.

Guardians UK aims to resolve any complaint quickly and fairly. If a concern or complaint is dealt with seriously and sensitively at an early stage, it is likely to have a satisfactory outcome. Having a good complaints procedure will also reflect positively on the ethos and values of Guardians UK.

What constitutes a complaint?

A complaint is in contrast to a concern which is an issue raised informally, possibly as part of a communication on another matter. 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 the Manager of Guardians UK.

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

- 1. First point of contact while the matter remains unresolved and record keeper.**
- 2. Co-ordinate the complaints process.**
- 3. Monitor the keeping, confidentiality and storage of records in relation to complaints regardless of whether or not the complaint was withheld.**
- 4. Provide a written response to complaints following an investigation at Stage 2.**

Complaints Process:

Stage 1: Informal concern or difficulty notified orally to the Manager of Guardians UK.

If the complaint is about the Manager this should be made to one of the two Assistant Guardianship Managers. If the Manager or Assistant Guardianship Managers feel the concern needs to be taken further they will ask for the details of the complaint to be put in writing and complete a complaints form.

Stage 2: Formally raising a concern or difficulty in writing to the Manager of Guardians UK – (within 2 days of receipt of complaint.)

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

The Manager or Assistant Guardianship Managers will consider if the complaint can be dealt with in-house. However, if this is not considered to be suitable or possible the complaint would be passed to the HR Director at Taunton School.

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 upon request

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

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.

Resolving the complaint

Within 1 week – if dealt with in house - the complainant will be contacted and informed of the action taken by the team in-house. This will be discussed with the complainant to ensure they are happy with the outcome and require no further action to be taken.

Within 2 weeks - If the complaint is put in the hands of the HR Director the complainant will be informed of the process that has taken place to deal with the complaint and feedback will be requested to ensure the complainant is satisfied with the outcome of the process.

Stage 3:

If the complainant is not happy with the outcome of stage 2 AEGIS can be contacted directly as follows –

The Wheelhouse, Bond's Mill Estate, Bristol Road, Stonehouse GL10 3PF. Tel: 01453 821293. info@aegisuk.net.

If for any reason the complaint cannot be resolved by the Guardians UK team or the HR Director of Taunton School they will contact AEGIS for advice and assistance.

AUGUST 2020



COMPLAINTS FORM

Date complaint received:

From:

Re:

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Complaint discussed between:

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Action decided upon:

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Complainant informed of action:

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Comments:

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Further action:

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Completed:

**Guardians UK, Staplegrove Road, Taunton TA2 6AD. Tel:
01823 703190 info@guardiansuk.com**