



## **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.**
- 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 the Deputy Manager. If the Manager or Deputy Manager 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.**

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

**The Manager or Deputy Manager 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, Jo Davey at Taunton School, who is ultimately responsible for Guardians UK and its staff.**

**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.**

### **Stage 3: Resolving the complaint.**

**Once a complaint has been received in writing and can be dealt with in-house the complainant will be informed of this and how the decision was made and feedback requested to ensure they are happy with the outcome.**

**If the complaint is put in the hands of Jo Davey once resolved the complainant will be informed of the process that has taken place to deal with the complaint and any further feedback will be requested to facilitate the resolution. Once resolved the complainant will be informed by letter of the final resolution.**

**NOVEMBER 2015**



**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:** .....

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