



Complaints Policy

Key Elements

This document sets out the responsibilities and expectations for all families of London International Agency in relation to making a complaint

Implementation is monitored by the Director supported by the Guardianship Organisation with responsibility for handling complaints

Adopted on:
January 2018

Reviewed on:
January 2018

Agreed by:
London
International
Agency

Due for Review:
December 2019

The Director of London International Agency (LIA) wishes to make it clear that extremist religious views and partisan political views will not be tolerated.

All families are expected to offer a balanced presentation of views and opinion to children while they are in the care of these families, in attendance at schools and while taking part in extra-curricular activities that are provided or organised by or on behalf of the families or LIA including through the distribution of promotional materials.

Failure to observe the above could lead to procedures including instant removal of the child, cessation of contract without refund and referral to government and education authorities.

1.0 POLICY

London International Agency is committed to protecting the health, safety and welfare of our employees. It is our policy to ensure, as far as is reasonably practicable, that all required tasks and activities are carried out with the minimum of risk to our employees, people in our care and others.

The following parties may have a complaint or raise a grievance against LIA

- Overseas parent(s) (on behalf of the student)
- UK homestay
- Schools
- Guardianship organisation associates
- Overseas agents or other organisation, which may have placed a student with a guardianship organisation

2.0 The Process

Stage 1

In the first instance, all grievances should be directed in writing, to LIA.

A record will be kept, in chronological order, of all correspondence, subsequent responses and action taken. It is to be hoped that the matter will be resolved satisfactorily between the parties involved at this stage. If appropriate, it can be helpful to call informally upon the services of an impartial arbitrator who has some experience and prior knowledge of the circumstances, which led to the declaration of a grievance.

Stage 2

If the grievance cannot be resolved successfully at stage 1, both parties may make formal representations, in writing, to the trustees of AEGIS

c/o Yasemin Wigglesworth - Executive Officer

AEGIS

The Wheelhouse Bond's

Mill Estate

Bristol Road

Stonehouse

Gloucestershire

GL10 3RF

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A complaints panel comprising three people, one of whom will act as chair, will be appointed by the trustees to hear the grievance. The panel will be made up of independent and impartial arbiters. In those cases where it is deemed necessary, an interpreter may be in attendance. The decision of the panel will be final.

Stage 3

Should the decision of the complaints panel at stage 2 fail to settle the grievance, the complainant has the right to pursue the grievance through the courts.

4.0 FURTHER INFORMATION

If you require further information contact Krestyna Huggins, the Director London International Agency.

Adoption Date	Review Date	Director
01/2019	11/2019	Krestyna Huggins