



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:
March 2023

Agreed by:
London
International
Agency

Due for Review:
March 2023

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

E-mail: info@aegisuk.net

Telephone: +44 (0) 1453 821293

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

Timeframe for Dealing with Complaints

All complaints received by LIA will be treated seriously and handled sensitively. We will acknowledge complaints as soon as reasonably practical, normally within five working days. Within that acknowledgement, we will set out how we intend to deal with the complaint and the timeframe within which parents can expect to hear further from us.

Recording Complaints

Following resolution of a complaint, LIA will keep a written record of all formal complaints, whether they are resolved at the informal step or beyond.

Record keeping is useful for management purposes and to enable any patterns of concern to be monitored. Key information will be included as part of the complaint such as:

- Date when the issue was raised.
- Name of parent, student, host family or member of staff.
- Description of the issue.
- Records of all the investigations (if appropriate).
- Witness statements (if appropriate).
- Name of member(s) of staff handling the issue at each stage.
- Copies of all correspondence on the issue (including emails and records of phone conversations).

LIA is mindful of its obligations under the Data Protection Act 1998 (and from May 2018, the General Data Protection Regulation) to keep such information for no longer than is necessary.

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

| Adoption Date | Review Date | Director |
|---------------|-------------|------------------|
| 01/2019 | 03/2023 | Krestyna Huggins |