



Complaints Policy

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

In the first instance please write to the Managing Director Mrs Irina Bowman. Please provide her with the details of your complaint:

- say what the problem is
- indicate what you envisage as the desired outcome
- provide information on any relevant communication with us on the subject, including for example letters or emails, and the times and dates of any conversations

We will acknowledge the receipt of the written complaint within 24 hours and then will respond to the complainant within 5 working days indicating how My Guardians proposes to proceed. It may be necessary to carry out further investigations. Once all of the relevant facts have been established, a decision will be made within 5 working days thereafter and the complainant will be informed of this decision, and the reasoning behind it, in writing.

We will reply in writing within 14 working days from when we receive your complaint. If it is not possible for us to fully respond to you within this time, we will let you know and tell you what we are doing to deal with your complaint, when you can expect the full reply and from whom. Equally, if we don't agree with your complaint, we will let you know why.

In the unlikely event that If you are not fully satisfied with how My Guardians dealt with your complaint you may refer the matter to AEGIS for further investigation.

A written record will be kept about the discussion and any actions taken. Statements and records relating to individual complaints will be kept confidential unless required by the local authority.

Complaints Form

Date complaint received:

From:

Re:

Action decided upon:

The complainant informed of the outcome on:

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Tel +44 (0) 7919425660, email info@myguardians.co.uk

My Guardians Ltd is registered in England & Wales, Reg Number 8920466

Reg Office: Woodland Steep, Sevenoaks Road, Sevenoaks, Kent TN159DS, UK