



Complaints Policy

Updated: 13/03/21

About this Policy

This policy is available to students, parents and host families and will be followed when a complaint is raised or there is concern about poor practice towards a child, that initially does not reach the threshold for child protection action.

Examples of a complaint or poor practice

A complaint can be raised about anything regarding the service that UK2Learn provides. Poor practice examples include unfairly singling out a child, using sarcasm or humiliation as a form of control, bullying or belittling a child or discriminating against them in some way.

Complaints procedure

If you would like to make a complaint, you can do so by phone, by e-mail or in writing. UK2Learn has an informal and a formal resolution stage and then a further stage for referring your matter to AEGIS if a resolution cannot be resolved by UK2Learn.

UK2Learn will always endeavour to deal with your complaint in a timely manner and a record of all complaints will be kept by UK2Learn in writing.

Step 1

Always, in the first instance, please contact Alex Mackie on 07917820033 or amackie@uk2learn.com with your complaint – UK2Learn believes that quick communication is key to solving all complaints and your initial contact will be responded to within 24 hours to confirm that it has been received.

UK2Learn will always try to resolve your complaint quickly, within 5 working days, if possible. If you are dissatisfied with the response, you can ask for your complaint to be considered for Step 2.

Step 2

If you are dissatisfied with UK2Learn's response to Step 1, you can escalate your complaint to Step 2. Step 2 involves a thorough investigation of your complaint by contacting all parties involved and ensuring that everything is looked over once again. UK2Learn will always try to resolve your complaint quickly, within 5 working days, if possible. If you are dissatisfied with the response, you can ask for your complaint to be considered for Step 3.

Step 3

If a resolution or satisfactory result has not been reached through Step 1 or 2, UK2Learn will encourage you to make a formal complaint to AEGIS (the Association for the Education and Guardianship of International Students). AEGIS is an independent registered charity that will give impartial support to those with an ongoing complaint that cannot be resolved directly through Step 1 or 2. Once you have contacted AEGIS, UK2Learn will be contacted to provide details of the complaint. When AEGIS has all the information provided by both parties, they will seek to find a resolution to satisfy all parties.

AEGIS can be contacted in writing, by phone or by email:

AEGIS
The Wheelhouse
Bond's Mill Estate
Bristol Road
Stonehouse
Gloucestershire
GL10 3RF
United Kingdom
Telephone: +44 (0) 1453 82 12 93
Email: info@aegisuk.net

Recording complaints

UK2Learn is committed to abiding by the Data Protection Act 1998 (and from May 2018, the General Data Protection Regulation) and therefore will not keep information for longer than is necessary. UK2Learn will keep a written record of all formal complaints and the action that was taken, regardless of whether they are upheld or if a resolution was reached or not.

Record keeping can include, but is not limited to:

- The date when the complaint was raised
- The name of the person making the complaint and any other names within the complaint
- A full record of the complete complaint and any further investigations
- A copy of all correspondence, including notes made during phone calls

If you have any concerns, please contact our dedicated Designated Safeguarding Lead and Director, Alex Mackie on 07917820033 or amackie@uk2learn.com

This Policy Review

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Responsibility for handbook review:	Lucy Barton/Alex Mackie