

Complaints Policy and Procedure

This policy and procedure outlines the process for handling complaints. It is hoped resolution can be found through internal review however escalation to our accrediting body - AEGIS (Association for Education and Guardianships of International Students) is available if resolution cannot be found within 28 days of the complaint having been raised.

Policy

Academic Families recognises that there may be legitimate concerns or complaints from students, parents, hosts or schools. Our aim is to operate to the highest standards at all times and we welcome feedback to ensure we meet these standards. Any staff grievances will follow the Grievance Procedure in the Employee Handbook.

We commit to -

- take all concerns and complaints seriously and confidentially
- complete a full and fair investigation
- try to resolve any complaints informally and as soon as possible
- implement any resulting improvements to our processes or procedures
- ensure nobody is penalised for making a complaint in good faith
- keep a confidential record including complaint details, correspondence, the resolution and actions taken
- escalate the complaint to AEGIS if not resolved within 28 days

Complaints Procedure

Any complaint should be reported to the Managing Director by email or phone.

The Managing Director will

- email confirmation that the complaint
 - has been received
 - is being investigated
 - the expected timescale for further discussion
- initiate the investigation, keeping electronic records for 3 years.
- respond within the agreed timescale and hope to reach resolution.

If resolution is not reached within 28 days, Academic Families will offer to escalate the complaint to AEGIS for final arbitration.

Who to contact

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