

## BELGRAVIA COMPLAINTS POLICY

This procedure has been created for:

- Students
- Parents
- Agents
- All household members of Host Families

Parents and Belgravia Representatives are encouraged to be in close liaison with staff about their children's wellbeing irrespective of service level and it is hoped that all can work together for the pupils' benefit. If parents have a complaint, they can expect it to be treated with care and in accordance with this Complaints Procedure.

Our complaints procedure uses three stages and we hope to find a resolution for any complaint at the earliest possible stage.

### **Stage 1 – Informal Resolution**

If someone has a complaint, they should first contact their Belgravia Representative to find a resolution. In most cases, issues can be resolved quickly, efficiently and to a satisfying conclusion. If the complaint concerns the Belgravia Representative, contact Caroline Drewett, Managing Director by email [Caroline@bg-london.com](mailto:Caroline@bg-london.com) or by telephone: +44 7724 201 894. A written record of all complaints will be logged. If the complaint is not resolved in a satisfying manner on an informal basis, please consider stage 2.

### **Stage 2 – Formal Resolution**

If the complaint cannot be resolved on an informal basis, then the complaint should be put in writing to Belgravia. Complaints will normally only progress to Stage 2 after first being considered at the preliminary, informal, stage and only if the complainer wishes to escalate the matter to stage 2. The Managing Director will decide, after considering the complaint, the appropriate course of action to take. At this stage, the Managing Director may wish to speak directly to the complainer via telephone, whatsapp or Skype at a mutually convenient time. The Managing Director will investigate the complaint personally and impartially. Once all the facts have been established, the Managing Director will report findings and take action accordingly. If the complainer is not satisfied with the conclusion of stage 2, they may consider stage 3, the final stage.

### **Stage 3 – Formal Complaint to AEGIS**

If a resolution or satisfactory outcome has not been reached through stage 1 or 2, we suggest making a formal complaint to AEGIS.

AEGIS is an independent registered charity that will give impartial support to parents who have an ongoing complaint that cannot be resolved directly with a guardianship organisation. AEGIS will expect the complainer to give their account of the complaint and Belgravia will in turn share the findings of the Managing Director. Together between all three parties a resolution will be sought to close the matter to satisfy all parties.

AEGIS can be contacted at the following: [info@aegisuk.net](mailto:info@aegisuk.net) or on +44 (0) 1453 821293

### **Timeframe for Dealing with Complaints**

All complaints received by Belgravia will be treated seriously and handled sensitively. We will acknowledge complaints as soon as reasonably practicable, 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 complainants can expect to hear further from us.

### **Recording Complaints**

Following the resolution of a complaint, Head Office will keep a written record of all complaints, regardless of which stage they are resolved. 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 the issue was raised.
- Names of all parties involved; student, parent, teacher, host family, Belgravia 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). Belgravia are 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.

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