



Complaints Policy

Our complaints procedure is available to Parents, Students, partners and Homestays and will be followed where a child, parent or host family raises a concern about poor practice towards a child that initially does not reach the threshold for child protection action. 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 are managed by the CEO, senior staff and the Designated Safeguarding Lead. Complaints from staff are dealt with under the company's complaints and disciplinary and grievance procedures. Should you need to make a complaint, please ask the designated safeguarding lead for the relevant form.

email – info@kewlearning.co.uk (Managing Director) or

office@kewlearning.co.uk (Pastoral lead/DSL)

phone – (+44) 02039689890

Complaints

Kew Learning recognises that there may be legitimate concerns or complaints from students, staff, schools, parents or homestays relating to Kew Learning. As a company we encourage these concerns or complaints being made known to Kew Learning staff so that they can be addressed in partnership with us, and we can continuously improve our service.

Stage 1: Informal Stage

It is hoped that most concerns or complaints can be resolved informally. A concern or complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf on a complainant, as long as they have appropriate consent to do so. Concerns should be raised with the relevant Kew Learning staff member who will:

- Keep a record of the complaint and any action taken
- Respond to all complaints or concerns within 24 hours
- Investigate the concern or complaint
- Report back to the complainant within 2 working days

If the issue remains unresolved, the next step is to make a formal complaint.

Stage 2: Formal Stage

If the complainant is not satisfied with how the complaint has been handled, they can make a formal complaint. This should be sent in writing to Min You. They will:

- Keep a record of the complaint and any action taken
- Respond initially to the complainant within 24 hours
- Investigate the concern or complaint – this may take some time but, in any event, they will keep the complainant informed of progress made
- Report back to the complainant formally in writing no later than 28 working days.

If the issue remains unresolved, the next step is to refer the matter to AEGIS.

Stage 3: Referral of the matter to AEGIS

If complainants are not satisfied with the outcome as decided by Kew Learning, they can contact AEGIS to report their concerns if they wish to do so. Relevant contact details are set out below:

Yasemin Wigglesworth
Executive Officer (AEGIS)
The Wheelhouse, Bond's Mill Estate, Bristol
Road
Stonehouse, Gloucestershire, GL10 3RF
+44 (0) 1453 821293
www.aegisuk.net