



## **COMPLAINTS POLICY**

**Last updated September 2019**

Global Educational Guardians welcomes suggestions and comments from parents, and takes seriously complaints and concerns they may raise.

### **Stage 1 - Informal Resolution**

In first instance please contact the Executive Director Mrs Irina Gay

([co-ordinator@globalguardians.co.uk](mailto:co-ordinator@globalguardians.co.uk))

If parents raise something face-to-face or by telephone, it may be possible to resolve the matter immediately and to their satisfaction.

Please provide Mrs Gay with the details of your complaint:

- say what the problem is and indicate what you envisage as the desired outcome

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.

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.

### **Stage 2 – Formal Resolution**

In the event that parents are not satisfied with the response under Stage 1 above, they should put the complaint and the reasons why they are not satisfied with the response in writing to the Executive Director Mrs Irina Gay. Parents should expect a response within 3 working days explaining how GEG proposes to proceed and be given a date by which time to expect a written response, which should be no longer than a further 10 working days.

### **Stage 3 - Referring the matter to AEGIS**

If the grievance cannot be resolved successfully between the parties, both parties may make formal representations, in writing, to the Trustees of AEGIS. A Complaints Panel comprising three people, one of whom will act as Chair, will be appointed by the Trustees to hear the grievance. The panel will be made up of independent and impartial arbiters. In those cases where it is deemed necessary, an interpreter may be in attendance. The decision of the panel will be final.



Global Educational Guardians

Building Bridges for Education

## COMPLAINTS FORM

Date complaint received:

---

From:

---

Re:

---

---

---

---

---

---

Action decided upon:

---

---

---

The complainant informed of the outcome on: \_\_\_\_\_