

# COMPLAINTS POLICY

Written date: July 2024  
Future review dates: Oct 2026

**This policy is for the benefit of all students, parents, schools, host families and agents.**

It is hoped that all can work together for the students' benefit. If anyone has a complaint, they can expect it to be treated with care and in accordance with this Complaints Procedure.

Our complaints procedure is in three steps, and we hope to find a resolution to any complaint at the earliest possible stage.

## **Step 1 – Informal Resolution**

If someone has a complaint, they should first contact their Guardian on [guardians@univisionltd.co.uk](mailto:guardians@univisionltd.co.uk), to find a resolution. In most cases, issues can be resolved quickly, efficiently and to a satisfying conclusion.

Please provide us with the details of your complaint:

- say what the problem is
- indicate what you envisage as the desired outcome
- provide information on any relevant communication with us on the subject, including for example letters or emails, and the times and dates of any conversations

If you would like to discuss the matter by phone, please call head office on +44 23 8129 0218.

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 step 2.

## **Step 2 – Formal Resolution**

If the complaint cannot be resolved on an informal basis, then the complaint should be put in writing by email to the Director of Univision Education on [karen.chen@univisionltd.co.uk](mailto:karen.chen@univisionltd.co.uk).

Complaints will normally only progress to Stage 2 after first being considered at the preliminary, informal, stage and only if the complainant 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 Director may speak directly to the complainant at a mutually convenient time.

The Director will investigate the complaint personally and impartially. Once all the facts have been established, the Director will report findings and take action accordingly. If the complaint is not satisfied with the conclusion of Step 2, they may consider the final Step, 3.

### **Step 3 – Official Complaint to AEGIS**

If a resolution or satisfying result has not been reached through Step 1 or 2, Univision Education will suggest making a formal complaint to AEGIS (Association for the Education and Guardianship of International Students), their contact details can be found here:

<http://aegisuk.net/contact-us>

AEGIS is an independent registered charity who give impartial support in an ongoing complaint that cannot be resolved directly with Univision Education. The complainant will need to give their account of the complaint, Univision Education will share the findings of the Director and together with AEGIS find a resolution to satisfy all parties and close the matter.

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

We will acknowledge the receipt of the written complaint within 24 hours and then will respond to the complainant within 5 working days, indicating how Univision Education proposes to proceed. It may be necessary to carry out further investigations. Once all 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.

We will reply in writing within 14 working days from when we receive your complaint. If it is not possible for us to fully respond to you within this time, we will let you know and tell you what we are doing to deal with your complaint, when you can expect the full reply and from whom. Equally, if we don't agree with your complaint, we will let you know why.

### **Recording Complaints**

Following resolution of a complaint, Univision Education will keep a written record of all formal complaints, whether they are resolved at the informal step or beyond.

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 when the issue was raised.
- Name of parent, student, host family or member of 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).

Univision Education is 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.

### Complaints Form

<b>Date complaint received:</b>	
<b>From:</b>	
<b>Regarding:</b>	
<b>Action decided upon:</b>	
<b>The complainant informed us of the outcome on:</b>	