



COMPLAINTS POLICY

Study Links complaints policy is to deal with all customer complaints efficiently and fairly. To achieve this we have implemented the following procedures within Study Links:

General Procedure

- All members of staff are made aware of the Complaints Policy when commencing employment so that they fully understand that such matters need to be taken very seriously and that they must follow the complaints handling procedures properly.
- All complaints are recorded in writing and include details of the date when the complaint was received, the action required to resolve the complaint and any intermediate discussions about the complaint are also recorded.
- Any complaint will be acknowledged, confirming that it is being dealt with in accordance with our Complaints Policy.
- We undertake to investigate any complaint properly and fairly
- Where we find that any work is required or action needed to resolve the complaint, then that work or action will be undertaken in the shortest possible time.
- All complaints are dealt with in strict confidence and complainants are always treated with respect and in a calm and professional manner.
- Homestay complaints will be reported to the education establishment, where appropriate. In all cases complaints will be dealt with appropriately to the service agreement.

Stage 1 – Informal:

In the first instance all grievances should be made informally to Study Links.

It is to be hoped that the matter will be resolved satisfactorily between the parties involved at this stage. If appropriate it may be helpful to call informally upon the services of an impartial arbitrator who has some experience and prior knowledge of the circumstances, which led to the declaration of a grievance.

Stage 2 -Formal

If the matter cannot be resolved informally, then grievances should be directed in writing to Study Links.

Stage 3 – Panel

For complaints related to students under our Guardianship services only, if the complaint cannot be resolved successfully at Stage 2, both parties may make formal representations in writing to the trustees of AEGIS c/o:

Yasemin Wigglesworth - Executive Officer
AEGIS
The Wheelhouse
Bond's Mill Estate
Bristol Road
Stonehouse
Gloucestershire
GL10 3RF
E-mail: info@aegisuk.net
Telephone: +44 (0) 1453 821293

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 cases where it is deemed necessary, an interpreter may be in attendance. The decision of the panel will be final. AEGIS will keep a written record of the complaint and action taken, regardless of whether the complaint was upheld or not. A written report of the findings, along with any recommendations will be made available to the complainant and, where appropriate, the person who has been complained about.

Stage 4

Should the decision of the complaints panel at stage 3 fail to settle the grievance, the complainant has the right to pursue the grievance through the courts.

Review

This policy is reviewed annually taking into account any changes in legislation, practice or roles concerned throughout the year.