



COLLEGE GUARDIANS

Your Child The most important person in the world

College Guardians Complaints Procedure

Our commitment to our clients

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat your complaint seriously
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service

What is a complaint?

A complaint is when you tell us you are not happy about the service we provide. It can be about anything and could include

- When we do not deliver a service on time
- When we give you the wrong information
- When you receive poor-quality service
- When you have a problem with a member of staff or a host family

STAGE 1 Informal Resolution

It is hoped that most complaints will be resolved quickly and informally. The following is a guide to direct parents to the appropriate person who will be well positioned to deal with a problem.

- For a minor day to day matter, a routine or general matter the right person is likely to be the area representative.
- For more serious matters the appropriate person will be Caroline Lloyd Guardianship Manager
- It is hope that an informal resolution can be concluded within 48 hours

STAGE 2 Formal Resolution

- If the complaint cannot be resolved on an informal basis, the parents should put their complaint in writing to Jane Eldridge Director of Guardianship Services. The

Director of Guardianship Services will decide, after considering the complaint, the appropriate course of action.

- In most cases, the Director of Guardianship Services will confer with the parents, normally within five working days of receiving the complaint to discuss the matter. If possible, a resolution will be reached at this stage. In any case, the parent's complaint will be acknowledged within five working days of receipt, indicating the action that is being taken and the likely timescales.
- Written records of all meetings and interviews held in relation to the complaint will be kept
- Once the Director of Guardianship Services is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. This will usually be within ten working days of receipt of the formal complaint. Where there are exceptional circumstances resulting in a delay, the parents will be notified of this and informed of the new timescales as soon as possible. The Director of Guardianship services will also give reason for any delays.
- If parents are still not satisfied with the decision, they should proceed to Stage 3.

STAGE 3 Panel Hearing

- Where the parents are not satisfied with the response to the complaint under Stage 2, they may request a review of the decision by the Complaints Panel.
- The Panel Hearing will be conducted by a panel of at least three people who have not been directly involved in the matter detailed in the complaint.
- The role of the Complaints Panel is to consider any documentation provided by the parties and representations made to the Panel at the Panel Hearing to establish the facts surrounding the complaint and to decide whether to uphold each complaint in whole or in part. It is not within the powers of the Complaints Panel to make any financial award, nor to impose any sanctions. The Complaints Panel may make recommendations to College Guardians on these matters or any other issues as appropriate.

The Panel Hearing Procedure

- Parents must make a written request for a Panel Hearing to Allan Walker, Managing Director MC Enterprises, (allan.walker@malverncollege.org.uk) College Road, Malvern, WR14 3DF. It is expected that the complaints procedure will progress in a timely manner.

- In their written request to the Managing Director MC Enterprises, parents must state the grounds upon which they are requesting the Panel Hearing and the desired outcome together with all relevant documents. For the avoidance of doubt, the Panel will not consider any new areas of complaint which have not been previously raised as part of the complaint's procedure.
- The Managing Director MC Enterprises shall acknowledge receipt of the request for a Panel Hearing within three working days
- The Managing Director MC Enterprises shall arrange for a Panel Hearing to take place as soon as practicable and normally no later than 20 working days from receipt of the request or as soon as possible thereafter. The parents will be given not less than 10 working days' notice of the date, place and timing of the Review Hearing
- The parents and Director of Guardianship Services are responsible for ensuring that they provide the Managing Director MC Enterprises with copies of any material upon which they intend to rely at least 7 working days before the hearing. If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the Hearing. The Managing Director MC Enterprises will ensure that at least three working days before the hearing a copy of any documentation provided by the parties is provided to all present at the Hearing

The Panel Hearing

- The Panel Hearing will be chaired by one member of the panel (chosen by themselves.)
- Attendance at the Hearing
 1. The Hearing is a private Hearing before the Panel, and its proceedings are to be regarded by all parties as confidential, subject to law.
 2. The parents may be accompanied by a friend. The Director of Guardianship Services may also ask a further staff member to attend. No legal representation on either side is considered appropriate. If the parents wish to be accompanied by someone who is legally qualified, they must notify the Managing Director MC Enterprises of this at least 5 working days prior to the Hearing and should note the Panel will wish to speak to the parents directly and this person will not be permitted to address the Hearing unless invited to do so by the chair of the Panel.
 3. The hearing is not a legal proceeding and the Panel shall be under no obligation to hear oral evidence from witnesses.
- The proceedings will be conducted in an informal manner and as determined by the chairman of the Panel who will explain the procedure to all present at the beginning of the Hearing. All statements made at the hearing will be unsworn. All present will

be entitled to write their own notes. The main points of the proceedings will be recorded.

- The requirements of natural justice will apply. If for any reason the parents are dissatisfied with any aspects of the Hearing they must inform the Chair of the Panel at the time and ask the Clerk to note their dissatisfaction and the reason for it.
- All those attending the Hearing are expected to show courtesy, restraint and good manners. The Chair may at his or her adjourn or terminate the Hearing if these expectations are not met. If the Hearing is terminated, the original decision will stand. Any person who is dissatisfied with any aspect of the way the Hearing is conducted must say so before the proceedings go any further and his/her comments will be included in the minutes.
- When the Chair considers that all the issues have been sufficiently discussed, he will adjourn the Hearing whilst a decision is being made.
- The panel's findings and any relevant recommendations will be notified to the Director of Guardianship Services, the parents and where relevant the person complained about, by the Chair of the of the Panel by letter, with reasons as soon as practicable and normally no later than 10 working days of the Hearing being concluded. A copy of the Panels findings and any recommendations will also be available for inspection in the College Guardians offices.
- Failure of the parents to attend a Hearing without good cause or due notice shall not invalidate the proceedings or any decision that the Panel may reach.
- The completion of Stage 3 represents the conclusion of College Guardians complaints procedure. College Guardians shall not be obliged to consider the complaint further.

Record- Keeping

- College Guardian's keeps a written record of all formal complaints and of whether they are resolved at Stage 2 or proceed to a Panel Hearing, identifying the action taken by College Guardians as a result of the complaints regardless of whether they are up held. The number of formal complaints registered during the preceding school year will be given to parents if requested.
- Complaints are regularly reviewed on an annual basis
- Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except in so far as where College Guardians need to disclose information to any external agencies, or legal obligation prevails.

- In accordance with data protection principles details of individual complaints will be kept for as long as is considered to be reasonably necessary in the circumstances.

Summary

How to make a complaint

If you wish to make a complaint you can contact us in any of the ways listed below.

By email at jane@collegeguardians.co.uk or Caroline@collegeguardians.co.uk

In writing to

*College Guardians
College Road
Malvern
Worcestershire WR14 3DF
UK*

By phone: +44 (0)1684 581600 or 07513 106451

In person at our offices.

If you are unhappy with the response you can contact the Managing Director MC Enterprises Allan Walker, on +44(0)1684 581601 or Allan.walker@malverncollege.org.uk

If you are unhappy with the response of the College Guardians Commercial Director you can contact Natalie Roberts natalie.roberts@malverncollege.org.uk Company Secretary of MCEL on +44(0)1684 581643 or

If you are still unhappy

If you are still unhappy with our response you can contact the Association for the Education and Guardianship of International Students (AEGIS)

The Wheelhouse
Bond's Mill Estate
Bristol Road
Stonehouse
Gloucestershire
GL10 3RF
+44 (0) 1453 821293
info@aegisuk.net

Comments

We are always happy to receive any other comments on our service to customers. Please contact us in any of the ways mentioned above.

Author: Jane Eldridge – Director of Guardianship Services

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