

Anglo International Student Centre

Complaint Policy

POLICY STATEMENT

Anglo International Student Centre recognises that there may be legitimate complaints or concerns from homestays, parents, schools, staff, or students relating to our services. We encourage these complaints or concerns to be made known to staff so that they can be addressed collaboratively, and we can continuously improve our provision.

At Anglo International Student Centre, we:

- Take all concerns and complaints seriously;
- Make every effort to deal with concerns or complaints informally and at an early stage;
- Resolve all complaints within 28 working days of the complaint being received;
- Ensure that complaints are dealt with in line with the procedures set out in this document;
- Ensure that complaints are resolved either to the complainant's satisfaction or with an otherwise appropriate outcome;
- Ensure that, where appropriate, a full and fair investigation of the issue is undertaken;
- Ensure that no-one, including students, is penalised for making a complaint in good faith;
- Keep a written record, for at least three years, of all complaints, the action taken and at what stage they were resolved;
- Review regularly at senior management level the written record of complaints and their outcomes;
- Keep confidential all records relating to individual complaints.

A record of formal complaints and their outcomes is kept by Hao Yu (Phoenix) in electronic copy regardless of whether they were upheld.

PROCEDURE

Stage 1: Informal Stage

It is hoped that most complaints or concerns can receive informal resolution. A complaint or concern can receive making in person, in writing or by telephone. They may also receive making by a third party acting on behalf of a complainant, as long as they have appropriate consent to do so. Concerns should receive raising with the relevant Anglo International Student Centre staff member who shall:

- Keep a record of the complaint and any action taken;
- Respond to all complaints or concerns within 24 hours;
- Investigate the complaint or concern;
- Report back to the complainant within 7 working days.

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

Stage 2: Formal Stage

Should the complainant not be satisfied with how the complaint has received handling, they can make a formal complaint. This should receive sending in writing to Hao Yu (Phoenix), unless the complaint is about Hao Yu (Phoenix). In such cases, it should receive direction to another senior member of staff. The recipient shall:

- 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.

Should the issue remain unresolved, the next step is to refer the matter to AEGIS.

Stage 3: Referral of the matter to AEGIS

Should complainants not be satisfied with the outcome as decided by Anglo International Student Centre, they can contact AEGIS to report their concerns. Relevant contact details receive setting out below: Yasemin Wigglesworth, Executive Officer of AEGIS

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

REVIEW

We are committed to reviewing our policy and good practice annually.

This policy was last reviewed on: 7th November 2025

Signed: Hao Yu (Phoenix)