



## Complaints Policy

2025/26 Academic Year

### Policy Statement

At Alderwood Guardians, we acknowledge that legitimate concerns or complaints may arise from students, staff, schools, parents, or homestays in connection with our services. We actively encourage the open communication of these concerns and complaints to our staff. This collaborative approach allows us to address any issues and continually enhance the quality of our services.

As part of our commitment to excellence, Alderwood Guardians:

- Take all concerns and complaints seriously.
- Endeavour to address concerns and complaints informally and in their early stages.
- Aim to resolve all complaints within 28 working days from the time of receipt.
- Ensure that complaints are processed in accordance with the procedures outlined in this document.
- Strive to resolve complaints to the satisfaction of the complainant or with an appropriate resolution.
- Undertake a comprehensive and impartial investigation when necessary.
- Guarantee that no individual, including students, faces repercussions for raising a good-faith complaint.
- Maintain written records of all complaints, actions taken, and their respective resolutions for at least three years.
- Periodically review, at a senior management level, the written records of complaints and their outcomes.
- Safeguard the confidentiality of all records related to individual complaints.
- Maintain electronic copies of records concerning formal complaints and their resolutions, which are managed by Irina Long and Iryna Gorbunenko, irrespective of whether the complaints were upheld.

### Complaints Procedure

#### Stage 1: Informal Stage

We hope that most concerns or complaints can be resolved informally. Concerns or complaints can be communicated in person, in writing, or by telephone. Third parties acting on behalf of a complainant, provided

they have the necessary consent, may also submit concerns. These concerns should be directed to the relevant Alderwood Guardians staff member, who will:

- Maintain a record of the complaint and document the actions taken.
- Provide a response to all complaints or concerns within 24 hours.
- Initiate an investigation into the concern or complaint.
- Furnish the complainant with a report within 3 working days.

Should the issue persist unresolved, the next step is to escalate the matter to a formal complaint.

### Stage 2: Formal Stage

If the complainant is dissatisfied with the handling of their complaint, they can elevate it to a formal level. The formal complaint should be submitted in writing to Irina Gorbunenko. If the complaint pertains to Irina Gorbunenko, the complaint should be referred directly to AEGIS.

- Maintain a record of the complaint and document the actions taken.
- Provide an initial response to the complainant within 24 hours.
- Undertake an investigation into the concern or complaint, which may require some time. Regardless, they will keep the complainant informed of the progress made.
- Formally communicate the findings to the complainant in writing within 28 working days.

### Stage 3: Referral of the matter to AEGIS

If complainants are not satisfied with the outcome as decided by Alderwood Guardians at stage 2, they can contact AEGIS to report their concerns if they wish to do so. Relevant contact details are set out below:

Yasemin Wigglesworth

Executive Officer 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

[www.aegisuk.net](http://www.aegisuk.net)

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

This policy was last reviewed on: 07.04.2026

Signed:

A handwritten signature in blue ink, consisting of stylized, cursive letters that appear to be 'JH'.

Date: 07.04.2026