

Complaints Procedure

Brighter Prospects Guardians are committed to providing an excellent educational experience for all our students and the schools and host families they stay with and as such we want to know of any concerns or complaints you may have. One of the ways in which we can continue to improve our service is by listening and responding to the views of our Students, Parents, Schools and Host families and in particular by responding positively to complaints and effecting changes where needed.

The Complaints Procedure relates to all matters relating to the actions of Brighter Prospects staff, Students, Parents, Schools and Host families.

Our aim to ensure that:

- making a complaint is as easy as possible;
- complaints can be both informal or formal (see below for formal complaints procedure);
- we treat a complaint as an expression of dissatisfaction with our service;
- we deal with it promptly, politely and, when appropriate, confidentially;
- we respond in the right way - for example, with an explanation or an apology;
- we learn from any complaints and use them to improve our service;
- we regularly review our Complaints Procedure & forms to ensure 'fit for purpose'.

Complaints can be made by Brighter Prospects staff, Students, Parents, Schools and Host families in relation to any of the following:

- the behavior of a member of Staff;
- if someone feels unhappy about an aspect of the services provided;
- if someone feels that Brighter Prospects Guardians have breached their Agreement.

Formal Complaints Procedure

Brighter Prospects Guardians have a three-stage Complaints handling procedure. At each stage it will help resolve the complaint quickly if full details are provided, including providing any correspondence or documents and clearly stating that you are making a complaint. If we do not have all the details to deal with the complaint, we may ask for further information.

Stage 1 Students, Parents, Schools or Host families should communicate directly with Brighter Prospects Guardians. This is the first opportunity to resolve the concern or complaint; most concerns can be resolved and rectified by a simple clarification or provision of information. This may be by email, telephone or in person by appointment.

A written record will be kept about the discussion, any actions taken, and all interested parties will be notified for the outcome.

Stage 2 If the Students, Parents, Schools or Host families still feel dissatisfied with the Stage 1 outcome they should ask for further action. A Complaint form (Appendix 1) will be issued and the person will be asked to fill it out and send back. Brighter Prospects Guardians aim to respond back within 3 working days of the receipt of a Complaints form.

The returned Complaint form will be passed to the Director who will be responsible for producing a schedule to manage the remainder of the investigation and arrange an initial meeting which will take place at a convenient location in the UK and agreed by all parties. The Brighter Prospects Guardian Director will be responsible for leading the investigation and will be in attendance and chair the meeting.

A conclusion will state whether a satisfactory resolution was achieved and what actions if any, have been decided upon as result of the complaint. Outcomes can include:

- there is insufficient evidence to reach a conclusion and additional evidence is needed,
- the complaint raised was not in the end substantiated by the evidence,
- the complaint has been investigated and agreement reached about actions to be taken.

The parties concerned will be notified of the outcome (emphasis will be placed on maintaining individual confidentiality at all times).

Stage 3 In the unlikely event that Stage 1 and 2 have not reached a satisfactory outcome, then Students, Parents, Schools or Host families are entitled to contact AEGIS if they have continued concerns.

Appendix 1

BPG Complaint form

Name and role of person raising the Complaint: _____

Please provide as many details about the complaint as possible, as this will provide us the best chance to deal with this in an efficient and effective manner.

We will ensure confidentiality of the information you provide and will only share it with others (as part of our investigation) with your prior consent. Thank you for your time in bringing this to our attention.

Signature 1: _____

Date: _____

Signature 2: _____

Date: _____