Complaints Policy

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Related Documents:
Safeguarding and Child Protection Policy
Vexatious Complaints and Harassment Policy
Whistleblowing Policy

Your Success, Our Pride

Oxbridge Group Ltd: Complaints Policy

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Oxbridge Group Ltd: Complaints Policy

Introduction

Oxbridge Group Ltd prides ourself on the quality of the professional support, pastoral care and academic support delivered to our parents, students, homestays and schools. However, if clients do have a complaint, they can expect it to be treated by the company in accordance with this procedure.

The Complaints Policy is linked to our Vexatious Complaints and Harassment Policy, Whistleblowing Policy and Safeguarding and Child Protection Policy and should be read in conjunction with these documents.

The Directors' of Oxbridge Group Ltd and their staff are committed to building positive relationships with all students, parents, homestays and schools and we believe that we can minimise complaints by forging strong working relationships with all our stakeholders and by maintaining excellent lines of communication, both internally and externally. Where possible, we will always strive to resolve a complaint promptly and informally when it is first received.

To ensure that this policy is effective on a day-to-day basis, the Directors will review at least annually the systems that are in place in relation to handling complaints.

What Constitutes a Complaint?

A complaint is an expression of dissatisfaction with a real or perceived problem. It may be made about the company as a whole, about a specific department or about an individual member of staff or student. A complaint is likely to arise if an individual believes that the company has done something wrong or failed to do something that it should have done or acted unfairly.

All complaints will be treated seriously and confidentially. No child or young person will be penalised as a result of a complaint raised by an adult in good faith.

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Making a Complaint

Throughout the complaints procedure, sensitivity will be shown and support provided to students or parents who find it difficult to express concerns due to their English language skills.

The Oxbridge Group Ltd complaints process comprises three stages. When a complaint is first made, every effort will be made to first resolve it informally and promptly with the appropriate member of staff. This is Stage 1.

Stage 1 – Informal Complaints

It is hoped that most complaints and concerns will be resolved quickly and informally.

- Notify a member of Oxbridge Group's staff of the complaint within 24 hours of it occurring.
- The member of staff should then refer this to their line manager.
- The member of staff will endeavour to first resolve the complaint informally through discussion and negotiation with the complainant and any other parties involved.
- Oxbridge Group Ltd have 48 hours / two working days to respond to the complainant.
- If the complainant is a student, the complaint and the proposed solution will be attached to the student's records as appropriate.
- The member of staff will update the Oxbridge Group Ltd Complaints Log.
- If the complainant is dissatisfied with the response, a member of staff will arrange for a Director to take on the complaint (Stage 2) and they will inform the complainant of the arrangements and what will happen next.

Stage 2 – Formal Complaints

- If the complaint cannot be resolved on an informal basis, then the individual should put their complaint in writing to a Director:
  Helen Wu or Steph Gilbert
  Director
  Oxbridge Group Ltd Devas
  Club
  2a Stormont Road Battersea
  London
  SW11 5EN

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Tel: +44 (0) 20 8432 3457
E-mail: helen.wu@oxbridgeguardians.co.uk / steph.gilbert@oxbrideguardians.co.uk

- A Director will endeavour first to resolve the complaint informally.
- They will respond to the complainant with their decision, or with an update on the timeframe should further investigation be required, as soon as is practical and usually within 5 working days during term time.
- If the individual is still not satisfied with this decision, they should proceed to Stage 3 of this Procedure.

Stage 3 – Referral to AEGIS

If the individual seeks to invoke Stage 3 (following a failure to reach an earlier resolution), they will need to contact AEGIS in writing and refer the matter to them.

Ms Yasemin Wigglesworth – Chief Executive Officer
The Association for the Education and Guardianship of International Students (AEGIS) The Wheelhouse
Bond's Mill Estate
Bristol Road
Stonehouse
Gloucestershire
GL10 3RF

Tel: 0044 1453 821293
E-mail: info@aegisuk.net

The matter will then be referred to the AEGIS Complaints Panel for consideration.

- If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied to them in writing.
- If possible, the Panel will resolve the complaint immediately without the need for further investigation.
- Where further investigation is required, the Panel will decide how it should be carried out.
- After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall usually complete within twenty-one working days of receiving the complaint.
- The Panel will write to the parents informing them of its decision and the reasons for it. The decision of the Panel will be final. The Panel's findings and, if any, recommendations will be sent in writing to all parties.

Wider consideration

It is the Company's policy that complaints made by individuals should not rebound adversely on any children or young people. Similarly, students in the care of the company should be reassured that they will not be penalised if they or their parents lodge a complaint about a member of staff or Homestay in good faith.

We cannot entirely rule out the need to make third parties outside the company aware of a complaint or of the identity of those involved. This would happen where, for example, an individual's safety is at risk or where matters need to be referred to the police or LADO. In such circumstances, all parties would be kept fully informed.

In respect of the timescales outlined above, if a formal written complaint is sent outside term times, when Schools may be closed, the timings may have to be extended accordingly. Should further investigation be required as part of the formal written complaint, complainants should expect to be updated with reasonable timeframes within the initial period outlined above.

As a company, we recognise and acknowledge the entitlement of parents, homestays and students to complain and wish always to work in the best interests of the students / staff in our care, bearing in mind their rights and also duties.

In rare circumstances complainants behave in an unreasonable manner when raising and/or pursuing concerns. The consequences are that the actions of the complainants begin to impact negatively on the day-to-day running of the company and directly or indirectly the overall well-being of the students or staff at Oxbridge Group Ltd. In these exceptional circumstances the company may take further appropriate action against the complainant, using their published vexatious complaints and harassment policy.