

COMPLAINTS POLICY

Sep 2023

YING LANG GUARDIANS

Glamour Edu Ltd

Ying Lang Guardians

Glamour Edu Ltd

Address: 10 Kensington Grove, Altrincham, WA14 5AF,

Telephone: 01617678858, Email: v.zhang@glamouredu.com

GLAMOUR EDU LTD COMPLAINTS POLICY

Policy Owner: Glamour Edu Ltd Director

Date updated: Sep 2023

Next review date: Sep 2024

Glamour Edu Ltd defines a complaint as an expression of dissatisfaction with any of the services provided by Glamour Edu Ltd or any of its approved sub-contractors. The complaints procedure is intended to address specific events or actions affecting your son/daughter whilst under the guardianship of Glamour Edu Ltd not for expressing general disagreement with the policies or terms of business of Glamour Edu Ltd.

Glamour Edu Ltd Complaints Procedure

Informal Complaints:

Many complaints can be resolved quickly and informally. You can speak to any member of staff about your complaint, no matter how small. If you make an informal complaint:

- It will be acknowledged immediately (if made in person or over the phone), or within 1 working day if made via email (please remember that the office is open Monday to Friday, 09:30 – 17:30).
- We may ask you further questions, to repeat and clarify information and/or to provide evidence (photos, for example) to support your complaint.
- We will tell you when and how you will get an outcome (result)– this will be within 2 working days.
- We may give you an ‘action plan’ to tell you what will happen next.
- You will be asked to confirm if you are happy with the solution.
- We will keep a confidential record of your complaint.

Formal Complaint – First Stage:

If you are still unhappy, you can make a formal complaint. To make a formal complaint:

- Please request a Complaint Form from us, complete the form and return it to us.
- We will send you written confirmation that your complaint has been received within 3 working days.
- We may invite you for a meeting, so we can discuss the issue.
- We will respond to you via email or in writing within 10 working days.

- We will keep a confidential record of your complaint.

Formal Complaint – Second Stage:

If you are still unhappy, you can make a Second Stage formal complaint. To make a second stage formal complaint:

- Please write and post a letter directly to the Managing Director.
- Please write as much detail as possible. Include names and dates if applicable and how you want your complaint to be resolved.
- We will write or email you within 10 working days to confirm we have received it. If you do not receive an email or letter within 10 working days, please call us to confirm we have received your complaint.
- We may invite you to a formal meeting to discuss your case further.
- You will receive the outcome to your complaint within 30 working days.
- We will keep a confidential record of your complaint.

Formal Complaint - Third Stage:

If you are still unhappy or feel you have been treated unfairly, you can ask for help from AEGIS.

You can write to them here:

Yasemin Wigglesworth-Executive Officer
AEGIS
The Wheelhouse
Bond's Mill Estate
Bristol Road
Stonehouse
Gloucestershire
GL10 3RF

E-mail: info@aegisuk.net

Telephone: +44(0) 1453821293

Website: www.aegisuk.net.

You should write details about how you have already tried to resolve your complaint with Glamour Edu Ltd and include any supporting documents, including the written outcome of your complaint.

Please be aware that Glamour Edu Ltd will keep a written record of all formal complaints and the action that was taken as a result of those complaints (regardless of whether they are upheld).