



# Best Start Education

FOR THE BEST START IN LIFE

## COMPLAINTS POLICY

Best Start Education is 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. Complaints could be issued anonymously following the Whistle blowing policy (See Safeguarding Policy).

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

Our aim is to ensure that:

- making a complaint is as easy as possible;
- 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 review annually our Complaints Procedure & forms to ensure 'fit for purpose'.

Complaints can be made by Best Start Education Students, Parents, Schools and Host families in relation to any of the following:

- the behaviour of a member of Staff;
- if someone feels unhappy about an aspect of the services provided;
- if someone feels that Best Start Education has breached their Agreement.

## FORMAL COMPLAINTS PROCEDURE

Best Start Education has a three-stage Complaints handling procedure. At each stage it will help to 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

BEST START EDUCATION LTD

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*Registered Office: 52 Dalkeith Road, Harpenden, Hertfordshire, AL5 5PW*



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do not have all the details required to deal with the complaint, we may contact you and ask for further information.

**Stage 1** Students, Parents, Schools or Host families should communicate directly with Best Start Education. 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. We will respond within 3 days.

A written record will be kept about the discussion, any actions taken, and all interested parties will be notified of 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 B) will be issued and the person will be asked to fill it out and send back. Best Start Education aims to respond back within 10 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 where possible or online, and agreed by all parties. The Best Start Education 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).

A written record of all formal complaints and the action taken as a result of those complaints (regardless of whether they are upheld) will be kept confidentially by the organisation for a minimum of 5 years.

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**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 (Yasemin Wigglesworth, Executive Officer [yasemin@aegisuk.net](mailto:yasemin@aegisuk.net) , Tel: +44 (0) 1453821293) if they have continued concerns.

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## APPENDIX

## Complaint form

Name and role of person raising the Complaint \_\_\_\_\_

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

What do you think would help to resolve this complaint at this stage?

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: \_\_\_\_\_

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