



UK SPEEDER CONSULTING LTD

[Complaints Policy]

Company Number: 09421142

Registered Office: Suite 4.5 Barlow House, Minshull Street, Manchester, England, M1 3DZ



Complaints Policy

1. Policy Statement

UK Speeder Consulting Ltd is committed to providing high-quality guardianship services and maintaining open communication with students, parents, schools, agents, and homestays. We welcome feedback and take all complaints seriously. This policy outlines the procedures for handling complaints fairly, promptly, and transparently.

2. Scope

Safeguarding Complaints:

If a complaint relates to safeguarding or child protection, it must be referred immediately to the Designated Safeguarding Lead (DSL) or Deputy DSL and handled in line with the organisation's Safeguarding & Child Protection Policy, rather than solely through the general complaints procedure.

This policy applies to all students, parents, homestays, partner schools, and agents who have a concern or complaint about any aspect of our service.

3. Availability

This Complaints Policy is publicly available and published on our website. It can also be requested in writing from our office.

4. Stages of the Complaints Procedure

Students are entitled to raise a complaint directly. They may be supported in doing so by the DSL, their school, or their parents.

****Stage 1: Informal Resolution****

- Complainants are encouraged to raise their concerns directly with the staff member or homestay involved.
- Many issues can be resolved quickly through discussion and clarification.
- If the issue is resolved informally, no further action is required, though a brief written note may be kept.

****Stage 2: Formal Complaint****

- If the complaint cannot be resolved informally, a formal complaint should be submitted in writing to the Director. (Mr. Mingyi Zhai, Email: bruce.z@ukspeeder.com).
- The complaint will be acknowledged within 3 working days.
- A full investigation will be carried out and a written response will be provided within 10 working days of acknowledgment.
- A record of the complaint and actions taken will be maintained, regardless of whether the complaint is upheld.



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****Stage 3: Referral to AEGIS****

Where appropriate, complaints may also be referred to statutory authorities such as the Local Authority, police, or safeguarding partners.

- If the complaint remains unresolved, the complainant may refer the matter to AEGIS (The Association for the Education and Guardianship of International Students).

- AEGIS provides an external and impartial process for reviewing unresolved complaints.

Website: <https://aegisuk.net>

Telephone: +44 (0) 1453 821293

Email: info@aegisuk.net

5. Recording Complaints

A written record is kept of all formal complaints and any action taken as a result. Records include whether the complaint was upheld or not. This record is reviewed regularly as part of our internal quality assurance procedures.

6. Confidentiality

All complaints are handled confidentially and in accordance with data protection laws. Information is only shared with those who need to be involved in the investigation and resolution of the complaint.

7. Monitoring and Review

This policy is reviewed annually and updated as needed to ensure it reflects current best practice and regulatory expectations.



Appendix: Complaints Procedure Flowchart

