



REGENCY EDUCATION LTD
Incorporated under the companies act 2006 – Registered No. 09265399
724 Capability Green, Luton
Bedfordshire, LU1 3LU
Tel. 07969385028

Complaints Policy

Regency Education recognises that there may be legitimate concerns, complaints or grievances from:

- Parents
- Students
- Staff
- Schools
- Host families
- Agents
- Other partners

about any aspect of Regency Education services or activities. We encourage any concerns to be made known to Regency Education as soon as possible so that we can work together in partnership to address them and improve our service. A complaint or grievance, in contrast to a concern which is raised informally, may be informal or formal and requires investigation. This policy lays out our procedures for dealing with complaints quickly and fairly.

Regency Education:

- Takes all concerns, complaints and grievances seriously
- Aims to resolve all complaints and grievances within 28 working days of the complaint being received, in line with the procedure set out in this policy
- Makes a full and fair investigation of any complaint or grievance
- Ensures that no-one is penalised for making a complaint in good faith
- Keeps a written record for at least three years of all complaints, action taken and outcomes
- Reviews annually the written record of complaints and their outcomes
- Keeps all records relating to complaints confidential

Since its establishment in 2010 Regency Education has prided itself on the quality of the pastoral care provided to its students and relationship with the parents, agents and our host families. Parents & agents are encouraged to be in close liaison with our staff about their children's wellbeing irrespective of service level.

It is hoped that all can work together for the students' benefit. If anyone has a complaint, they can expect it to be treated with care and in accordance with this Complaints Procedure. Our complaints procedure is in three steps and we hope to find a resolution to any complaint at the earliest possible stage.

Step 1 – Informal Resolution

All complaints, whether orally or in writing, should be made to the Operations Manager of Regency Education. A record will be kept of all correspondence, conversations, responses and action taken. In most cases, issues can be resolved quickly, efficiently and to a satisfying conclusion.

Stage 2 – Formal Resolution

If the complaint cannot be resolved on an informal basis, then the complaint should be put in writing by email to the Director of Regency Education. Complaints will normally only progress to Stage 2 after first being considered at the preliminary, informal, stage and only if the complainant wishes to escalate the matter to Stage 2. The Director will decide, after considering the complaint, the appropriate course of action to take.

At this stage, the Director may speak directly to the complainant at a mutually convenient time. The Director will investigate the complaint personally and impartially. Once all the facts have been established, the Director will report findings and take action accordingly. If the complaint is not satisfied with the conclusion of Step 2, they may consider the final Step 3.

Step 3 – Official Complaint to AEGIS

If a resolution or satisfying result has not been reached through Step 1 or 2, Regency Education will suggest making a formal complaint to AEGIS (Association for the Education and Guardianship of International Students), their contact details can be found here (<http://aegisuk.net/contact-us>).

AEGIS is an independent registered charity who gives impartial support in an ongoing complaint that cannot be resolved directly with Regency Education. The complainant will need to give their account of the complaint, Regency Education will share the findings of the Director and together with AEGIS find a resolution to satisfy all parties and close the matter.

Timeframe for Dealing with Complaints

All complaints received by Regency Education will be treated seriously and handled sensitively. We will acknowledge complaints as soon as reasonably practical, normally within five working days. Within that acknowledgement, we will set out how we intend to deal with the complaint and the timeframe within which parents can expect to hear further from us.

Recording Complaints

Following resolution of a complaint, a written record will be kept of all formal complaints, whether they are resolved at the informal step or beyond.

Record keeping is useful for management purposes and to enable any patterns of concern to be monitored. Key information will be included as part of the complaint such as:

- Date when the issue was raised.
- Name of parent, student, host family or member of staff.
- Description of the issue.
- Records of all the investigations (if appropriate).
- Witness statements (if appropriate).
- Name of member(s) of staff handling the issue at each stage.
- Copies of all correspondence on the issue (including emails and records of phone conversations).

Regency Education is mindful of its obligations under the Data Protection Act 1998 (and from May 2018, the General Data Protection Regulation) to keep such information for no longer than is necessary.

Review Date:
12th September 2024