

## **Pippa's Guardians Complaints Policy**

The following parties may have a grievance against Pippa's Guardians

- Overseas parent(s) (on behalf of the student)
- UK host family
- School
- Another Guardianship organisation
- Overseas agent or other organisation, which may have placed a student with Pippas Guardians

### **Stage 1 - Informal**

In the first instance, all grievances should be made informally to Ben Hughes, Managing Director of Pippa's Guardians. Ben can be contacted on 01684 252757 or 07714 034749 or [ben@pippasguardians.co.uk](mailto:ben@pippasguardians.co.uk).

It is to be hoped that the matter will be resolved satisfactorily between the parties involved at this stage. An informal complaint should expect a response within 3-5 working days.

If appropriate, it can be helpful to call informally upon the services of an impartial arbitrator who has some experience and prior knowledge of the circumstances, which led to the declaration of a grievance.

Records will be kept, in chronological order, of all correspondence, subsequent responses and action taken.

### **Stage 2 - Formal**

If the matter cannot be resolved informally, then grievances should be directed in writing, to Ben Hughes, Managing Director. The address is Pippa's Guardians, 5, Grosvenor House, 127, Church Street, Malvern, WR14 2BA or on [ben@pippasguardians.co.uk](mailto:ben@pippasguardians.co.uk). A formal acknowledgment of the complaint will be acknowledged within 24 hrs and once fully investigated a response will be offered within 10 days from the date of the complaint.

As for Stage 1, records will be kept, in chronological order, of all correspondence, subsequent responses and action taken.

### Stage 3 - Panel

If the grievance cannot be resolved successfully at stage 2, both parties may make formal representations, in writing, to the trustees of AEGIS c/o:

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

E-mail: [info@aegisuk.net](mailto:info@aegisuk.net)  
 Telephone: +44 (0) 1453 821293

A complaints panel comprising three people, one of whom will act as chair, will be appointed by the trustees to hear the grievance. The panel will be made up of independent and impartial arbiters. In those cases where it is deemed necessary, an interpreter may be in attendance. The decision of the panel will be final. AEGIS will keep a written record of the complaint and action taken, regardless of whether the complaint was upheld or not. A written report of the findings, along with any recommendations will be made available to the complainant and, where appropriate, the person who has been complained about.

### Stage 4

Should the decision of the complaints panel at stage 3 fail to settle the grievance, the complainant has the right to pursue the grievance through the courts.

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Responsibility for Policy Review	Ben Hughes/Imogen Trevethan