

Pippa's Guardians Complaints Policy

Policy Overview

Pippa's Guardians is committed to providing an excellent standard of service. We do recognise that, from time to time, concerns or complaints may arise. This policy sets out a clear, fair and transparent process for handling complaints promptly, consistently and confidentially.

Complaints will be handled in accordance with the principles of natural justice, relevant legislation including the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and the Equality Act 2010.

Where appropriate, reasonable adjustments will be made to ensure that this complaints procedure is accessible to all complainants.

Stage 1 – Informal Complaint

In the first instance, complaints should be raised informally with:

Ben Hughes

Managing Director

Telephone: 01684 252757 or 07714 034749

Email: ben@pippasguardians.co.uk

It is hoped that most concerns can be resolved quickly and informally between the parties involved. A response to an informal complaint will normally be provided within **3–5 working days**.

Where appropriate and with the agreement of all parties, an independent mediator or suitably experienced impartial individual may assist in facilitating an informal resolution.

A written record will be maintained, in chronological order, of the complaint, correspondence, responses and any actions taken.

Stage 2 – Formal Complaint

If the complaint cannot be resolved informally, it should be submitted in writing to:

Ben Hughes

Managing Director

Pippa's Guardians

Suite 4, Nimrod House

Sandy's Road

Malvern

WR14 1JJ

Email: ben@pippasguardians.co.uk

The complaint will be acknowledged within **24 hours** (or the next working day where received outside normal business hours).

Following an appropriate investigation, a full written response will normally be provided within **10 working days**. Where additional time is required due to the complexity of the complaint, the complainant will be informed of the reason for the delay and provided with an estimated timescale for completion.

Office: +44 (0)1684 252757 • info@pippasguardians.co.uk • www.pippasguardians.co.uk • 24/7 Duty Support: (+44) 7721 372865 for emergencies and urgent assistance

Suite 4 Nimrod House, Sandy's Road, Malvern, WR14 1JJ.

A written record will be maintained, in chronological order, of the complaint, correspondence, responses and all actions taken.

Stage 3 – Independent Complaints Panel

If the complaint remains unresolved following Stage 2, either party may submit written representations to the trustees of AEGIS:

Yasemin Wigglesworth

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

Email: info@aegisuk.net

Telephone: +44 (0)1453 821293

An independent complaints panel comprising three impartial individuals, one of whom will act as Chair, will be appointed by the AEGIS Trustees to consider the complaint.

Where appropriate, reasonable adjustments will be made to support participation in the process, including the provision of an interpreter or other appropriate assistance where required.

AEGIS will maintain a written record of the complaint and the outcome, regardless of whether the complaint is upheld.

Following consideration of all relevant information, the panel will provide a written decision together with any recommendations. This decision represents the **final stage of Pippa's Guardians' internal complaints procedure** and will be shared with the complainant and, where appropriate, the person who is the subject of the complaint.

Stage 4 – External Action

If the complainant remains dissatisfied following completion of the internal complaints procedure, they remain entitled to seek independent legal advice or pursue any remedies available to them under the law, including referral to an appropriate regulator or the courts where applicable.

Nothing within this policy removes or restricts any statutory or legal rights available to a complainant.

Confidentiality and Record Keeping

Complaints will be handled as confidentially as possible. Information will be shared only with those who need it in order to investigate and resolve the complaint, except where disclosure is required by law or where safeguarding responsibilities require information to be shared with the appropriate authorities.

Complaint records will be retained, stored and processed in accordance with the UK GDPR, the Data Protection Act 2018, and Pippa's Guardians' Data Protection, Privacy and Data Retention policies.

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Safeguarding

Where a complaint raises a safeguarding concern involving a child or vulnerable individual, Pippa's Guardians reserves the right to refer the matter immediately to the Designated Safeguarding Lead and/or the appropriate statutory authority. Such matters may be managed outside the normal complaints procedure where necessary to protect the welfare of children or vulnerable individuals.

Accessibility

Complaints may be submitted in writing, by email or, where reasonable adjustments are required, in another accessible format by prior arrangement.

Policy Information	
Policy Version:	V8
Policy Date:	1st July 2026
Policy Review Date:	1st July 2027
Policy Owner:	Imogen Trevethan
Approved by:	Pippa's Guardians Senior Leadership Team