



Complaints Policy of ISGI

This policy is for the benefit of all students, parents, schools and host families.

The policy provides guidelines for handling concerns and complaints against any member of ISGI Ltd. personnel whether paid or unpaid and includes the drivers and host families.

We aim to resolve any complaint quickly and fairly. If a concern or complaint is dealt with seriously and sensitively at an early stage, it is likely to have a satisfactory outcome.

What constitutes a complaint?

A complaint is formal.

We need to know as soon as possible if you are dissatisfied with any aspects of our services.

This policy aims to separate between a concern which can be resolved informally and a formal complaint which will require investigation.

The Complaints co-ordinator is the administrator of ISGI

The main responsibilities of the Complaints Co-ordinator will be:

1. They are the first point of contact
2. Co-ordinate the complaints process.
3. Monitor the keeping, confidentiality and storage of records in relation to complaints and with regard to data protection legislation
4. Provide a written response to complaints following an investigation at Stage 2.

Complaints Process:

Stage 1: Informal concern or difficulty notified orally to the ISGI representative.

If the complaint is about the ISGI representative then the complaint should be made orally to the Manager. If the Manager or Deputy Manager feel the concern needs to be taken

further they will ask for the details of the complaint to be put in writing and complete a complaints form.

Stage 2: Formally raising a concern or difficulty in writing to the Manager

Every formal complaint will be noted on a form, together with the action taken to resolve the issue or concern.

The Manager will consider if the complaint can be dealt with in-house. However, if this is not considered to be suitable or possible the complaint would be passed to an external person either a legal body or an outside body to determine the facts.

Confidentiality:

A written record will be kept for three years of all complaints, and of the stage at which they were resolved. The number of complaints received in an academic year will be supplied to parents upon request.

Correspondence, statements and records relating to individual complaints will be kept confidential, unless required by the local authority.

In accordance with data protection principles, exact personal details of an individual complaint will normally be destroyed following an investigation, in exceptional circumstances some details may be retained for a further period as necessary.

Stage 3: Resolving the complaint

Once a complaint has been received in writing and can be dealt with in-house the complainant will be informed of this and how the decision was reached and feedback requested to ensure they are happy with the outcome.

If the complaint is put in the hands of an external person, once resolved, the complainant will be informed of the process that has taken place and any further feedback that will be requested to facilitate the resolution. Once resolved the complainant will be informed by letter of the final resolution.



COMPLAINTS FORM – ISGI 2020/2021

Date complaint received: _____

From: _____

Re: _____

Please write your complaint here:

Signed: _____

Date: _____

Complaint discussed between:

Action decided upon:

Complainant informed of action to be taken:

Comments:

Signed:

Dated: