

Complain Policy

ECA Education Consultancy Limited

This procedure has been created for:

- Our students
- Parents or legal guardians of the students
- All household members of Homestay Families

Since 2015, ECA has prided itself on the quality of the pastoral care provided to its students. Parents and all relative parties are encouraged to be in close liaison with ECA staff about the students' wellbeing irrespective of service level and it is hoped that all can work together for the students' benefit. If parents, legal guardians or homestays have 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.

When you contact us, please give as much information as you can to help us understand and investigate your complaint, including:

- your full name, address and contact telephone number
- what/when/who went wrong
- what effect our actions had on you
- how you'd like us to resolve the matter

Step 1 – Informal Resolution

If someone has a complaint, they should first contact our office manager in writing to find a resolution. In most cases, issues can be resolved quickly, efficiently and to a satisfying conclusion.

Office Manager

Cindy Hu – 0113 4143 518

admin@ecaeducation.com

A written record should be logged in date order of all correspondence, subsequent responses and any actions taken. ECA will make sure all complaints are fully investigated and a response be generated within 5 working days.

If the complaint is not resolved in a satisfying manner on an informal basis, please consider Step 2

Step 2 – Formal Resolution

If the complaint cannot be resolved on an informal basis, then the complaint should be put in writing to ECA Company Director & DSL – Christina (christina.fu@ecaeducation.com). 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 wish to speak directly to the complainant via telephone or a video meeting 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. You can expect a full response within 10 working days or the Director will inform you of the delay, the reason for such delay and let you know when you can expect a full response

If the complaint is not satisfied with the conclusion of Step 2, please 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, ECA will suggest making a formal complaint to AEGIS.

AEGIS (The Association for the Education & Guardianship of International Students) - an independent registered charity that will give impartial support to parents who have an ongoing complaint that cannot be resolved directly with ECA.

AEGIS: The Wheelhouse, Bond's Mill Estate, Bristol Road, Stonehouse, Gloucestershire GL10 3RF
Tel: +44 (0) 1453 821293, info@aegisuk.net

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.

ECA will in turn share the findings of AEGIS, a resolution will be sought to close the matter to satisfy all parties.

Recording Complaints

Following resolution of a complaint, ECA Office will keep a written record 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 the complaint

- Name of the student
- 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).

ECA is mindful of its obligations under GDPR to keep such information for no longer than is necessary.