

## **Complain Policy**

### **ECA Education Consultancy Limited**

(Updated on August, 2019)

This procedure has been created for:

- Students or their family
- Parents
- All household members of Home Stay Families

Since 2015, ECA has prided itself on the quality of the pastoral care provided to its students. Parents are encouraged to be in close liaison with staff about their children's wellbeing irrespective of service level and it is hoped that all can work together for the students' benefit. If parents 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 - 01274 622390  
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 Director – Christina ([christina.fu@ecaeducation.com](mailto:christina.fu@ecaeducation.com)). Complaints will normally only progress to Stage 2 after first being considered at the preliminary, informal,

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

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 parent.
- Name of pupil.
- 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).
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ECA 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.