

Complaints Policy

Policy Statement

IQ Consultancy LTD recognises that there may be legitimate concerns or complaints from students, staff, schools or parents relating to **IQ Consultancy LTD**. As a company we encourage these concerns or complaints being made known to **IQ Consultancy LTD** staff so that they can be addressed in partnership with us, and we can continuously improve our service.

At **IQ Consultancy LTD** we:

- o Take all concerns and complaints seriously;
- o Make every effort to deal with concerns or complaints informally and at an early stage;
- o Resolve all complaints within 28 working days of the complaint being received;
- o Ensure that complaints are dealt with in line with the procedures set out in this document;
- o Ensure that complaints are resolved either to the complainant's satisfaction or with an otherwise appropriate outcome which balances the rights and duties of students;
- o Ensure that, where appropriate, a full and fair investigation of the issue is undertaken;
- o Ensure that no-one, including students, are penalised for making a complaint in good faith;
- o Keep a written record, for at least three years, of all complaints, the action taken and at what stage they were resolved;
- o Review regularly at senior management level the written record of complaints and their outcomes;
- o Keep confidential all records relating to individual complaints;
- o A record of formal complaints and their outcomes is kept by The Director **Kasha Handcock** either in an electronic copy or in a hard copy regardless of whether they were upheld.

Complaints Procedure

Stage 1: Informal Stage

It is hoped that most concerns or complaints can be resolved informally. A concern or complaint can be made in person, in writing/by email or by telephone. They may also be made by a third party acting on behalf of a complainant, as long as they have appropriate consent to do so.

Concerns should be raised with the relevant **IQ Consultancy LTD** staff member who will:

- o Keep a record of the complaint and any action taken;
- o Respond to all complaints or concerns within 24 hours;
- o Investigate the concern or complaint;
- o Report back to the complainant within 28 working days.

If the issue remains unresolved, the next step is to make a formal complaint.

Stage 2: Formal Stage

If the complainant is not satisfied with how the complaint has been handled, they can make a formal complaint. This should be sent in writing/by email to **Kasha Handcock**. She will:

- o Keep a record of the complaint and any action taken;
- o Respond initially to the complainant within 24 hours;
- o Investigate the concern or complaint – this may take some time but in any event they will keep the complainant informed of progress made;
- o Report back to the complainant formally in writing no later than 28 working days;
- o If the issue remains unresolved, the next step is to refer the matter to AEGIS.

Stage 3: Referral of the matter to AEGIS

If complainants are not satisfied with the outcome as decided by **IQ Consultancy LTD**, they can contact AEGIS to report their concerns if they wish to do so. Relevant contact details are set out below:

Yasemin Wigglesworth
 Chief Executive Officer
 Association for the Education and Guardianship of International Students (AEGIS)
 The Wheelhouse, Bond’s Mill Estate, Bristol Road, Stonehouse, Gloucestershire, GL10 3RF
 +44 (0) 1453 821293, yasemin@aegisuk.net
www.aegisuk.net

IQ Consultancy LTD Contact details

Role	Name	Telephone Number/s	Email
<i>The Director</i>	Kasha Handcock	+44 (0) 782 444 95 40	k.handcock@iqconsultancy.uk

Review

We are committed to reviewing our policy and good practice annually.

This policy was last reviewed on:(date)

Signed:

by **the DSL Kasha Handcock**

Date: