

English Plus Guardianship Contact Information

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Complaints Procedure

It is very important for EPG that we provide excellent pastoral care for our students. We work closely with schools, parents and host families to achieve this.

It is hoped that all can work together for the students' benefit. If anyone has a complaint, they can expect it to be treated with care and in accordance with this Complaints Procedure.

Our Complaints Procedure has three steps:

Step 1 – Informal Resolution

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

A written record of all complaints will be logged. 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 by email EPG.

If the complaint is not satisfied with the conclusion of Step 2, they may 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, we will suggest making a formal complaint to AEGIS (Association for the Education and Guardianship of International Students), their contact details can be found here (<http://aegisuk.net/contact-us>).

AEGIS is an independent registered charity who give impartial support in an ongoing complaint that cannot be resolved directly with EPG. The complainant will need to give their account of the complaint, EPG will share their own findings and together with AEGIS find a resolution to satisfy all parties and close the matter.

Timeframe for Dealing with Complaints

All complaints received by EPG will be treated seriously and handled sensitively. We will acknowledge complaints as soon as reasonably practical, normally within five working days. Within that acknowledgement, we will set out how we intend to deal with the complaint and the timeframe within which complainant can expect to hear further from us.

Recording Complaints

Following resolution of a complaint, we will keep a written record of all formal complaints, whether they are resolved at the informal step or beyond.

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