



PRESTIGE
GUARDIANS

COMPLAINTS POLICY



Prestige Guardians Ltd.

Drey Coppice, College Road, Bath, BA1 5RR, England, UK

www.prestige-guardians.co.uk

[+44 \(0\) 1225859998](tel:+44201225859998)



Our aim:

Prestige Guardians has always been committed to providing an efficient and professional service. One way we can work towards improving the services we offer is by listening to and by responding to the views of our clients, host families, schools and service providers. When something we do or something we arrange falls short of expectations we want to know, we want to respond and we want to put procedures in place to avoid similar problems happening in the future.

Therefore, we aim to ensure that:

- Making a complaint is a simple process.
- We will treat any complaint as an expression of dissatisfaction with our service or that of one of our service providers which will justify an immediate response.
- We learn from complaints. We use them to review our complaints policy and procedures.
- We will deal with it promptly and if applicable, confidentially.
- We will respond in the correct manner with an explanation and/or an apology.

Many concerns will be raised informally and can be dealt with quickly. Our intentions are to:

- Resolve informal concerns and complaints quickly, efficiently and honestly.
- Enable mediation between the client and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Definition: Prestige Guardians defines a complaint as 'any expression of dissatisfaction (with a Prestige Guardians member of staff, or with one of Prestige Guardians representatives) that requires a formal response'.

Purpose: The complaints procedure is intended to ensure that all complaints are handled fairly, efficiently honestly and consistently and wherever possible resolved to the complainant's satisfaction.



Prestige Guardians responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint;
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to Prestige Guardians attention normally within 8 weeks of the issue arising;
- raise concerns promptly and directly with a member of staff in Prestige Guardians;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow Prestige Guardians a reasonable time to deal with the matter;
- recognise that some circumstances may be beyond Prestige Guardians control.

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Prestige Guardians maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Monitoring and Reporting: The director (Leonor Liz-Losada) will compile an annual report of complaints made, whether or not upheld, and their resolution.

Prestige Guardians aim is to resolve all matters as quickly and efficiently as possible. Inevitably some issues will be more complex and therefore may require a significant amount of time to be fully investigated. Timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Electronic records will be safely kept, in chronological order, of all correspondence, subsequent responses and action taken.

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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 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 Prestige Guardians staff member who will:

- Keep a record of the complaint and any action taken;
- Respond to all complaints or concerns within 24 hours;
- Investigate the concern or complaint;
- Report back to the complainant within 15 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 to Leonor Liz-Losada or if it is about Leonor Liz-Losada to Mark Stricklin. They will:

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

Stage 3: Referral of the matter to BSA

If complainants are not satisfied with the outcome as decided by Prestige Guardians, they can contact BSA to report their concerns if they wish to do so. Relevant contact details are set out below:

Caroline Nixon
International and Membership Director (BSA)
67-169 Great Portland Street
5th Floor
London
W1W 5PF
Tel: [+44 \(0\) 20 7798 1580](tel:+442077981580)
<https://www.boarding.org.uk/>



Review

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

This policy was last reviewed on: ...13/01/2024.....(date)

Signed:

[this should be signed by the most senior person with responsibility for complaints in your Organisation]

Date:13/01/2024.....