

4. Complaints Policy

BOSSS UK views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

1. Our policy is to

- 1.1. Provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- 1.2. Publicise the existence of our complaints procedure so that people know how to contact us to make a complain
- 1.3. Make sure everyone at BOSSS UK knows what to do if a complaint is received
- 1.4. Make sure all complaints are investigated fairly and in a timely manner
- 1.5. Make sure that complaints are, wherever possible, resolved and that relationships are repaired
- 1.6. Gather information which helps us to improve what we do

2. Definition of a Complaint

- 2.1. A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of BOSSS UK. Please note that if the complaint is against the school, the Schools complaints procedure should be followed.
- 2.2. Where Complaints Come From: Complaints may come from a student, homestay, overseas parent or school can complain under this procedure or any person or organisation who has a legitimate interest in BOSSS UK. A complaint can be received verbally, by phone, by email or in writing.
- 2.3. Confidentiality: All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements. Responsibility Overall responsibility for this policy and its implementation lies with the Designated Safeguarding Lead and the Deputy Designated Safeguarding Lead. See section 3 for Designated Safeguarding Leads contact details.
- 2.4. To raise a complaint please contact your Student Coordinator assigned to look after you, the Designated Safeguarding Lead or their deputy.

3. Designated Safeguarding Lead (DSL) and Prevent Lead full contact details

Designated Safeguarding Lead (DSL) contact details:

Name: Tina Wong

Email: boss.guardian@outlook.com

Contact number (24 hour emergency): +44 (0)777 6206352

Deputy Designated Safeguarding Lead (DSL) contact details:

Name: Lisa Pei Ling Wong

Email: boss.guardian@outlook.com

Contact number (24 hour emergency): +44 (0)7766 824005

4. Resolution Principles

- 4.1. It is in everyone's interest that concerns, difficulties and complaints are resolved to the satisfaction of all parties at the earliest possible stage. The way in which the concern, difficulty or complaint is dealt with after the matter is first raised by the complainant can be crucial in determining whether the complaint will escalate. To that end, members of staff will be periodically made aware of the procedure in this complaints policy, so that they will know what to do when a concern or difficulty is raised with them.
- 4.2. At each stage of the complaints procedure, the investigator will consider how the complaint may be resolved. In considering how a complaint may be resolved, the investigator will give due regard to the seriousness of the complaint. It may be appropriate in order to bring the complaint to a resolution for the investigator to offer:
 - 4.2.1. An explanation;
 - 4.2.2. An apology;
 - 4.2.3. Reassurance that steps have been taken to prevent a recurrence of events which led to the complaint;
 - 4.2.4. Reassurance that the Guardianship Organisation will undertake a review of its policies and procedures in light of the complaint.
- 4.3. None of the above will constitute an admission of negligence or an acceptance of liability on behalf of the guardianship organisation.

5. Record Keeping and Confidentiality

- 5.1. A written record will be kept by the BOSSS UK of all formal complaints. The record will confirm at which stage the complaint was resolved and the action taken by the Guardianship Organisation as a result of those complaints (whether or not the complaints were upheld).
- 5.2. All correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State (or someone acting on his/her behalf) requests access to them.

6. Complaints Procedure

- 6.1. **Stage 1:** Informal Concerns and or Disputes – initiate an informal discussion in order to try and resolve the complaint
 - 6.1.1. The majority of complaints informally and complainant will have the opportunity to provide an overview of their complaint and to confirm how they see it best resolved.
 - 6.1.2. If the complaint cannot be dealt with immediately then we will ensure that we arrange an agreeable time for action to be taken.
 - 6.1.3. If we are unable to resolve your complaint at stage 1 the complainant will be given the option to move to stage 2 and what options and support are available to them.

- 6.1.4. Time Limits: We aim to resolve your informal complaint within 2 weeks. If the complainant has not been resolved within this time frame then the complainant may submit a formal complaint and move to stage 2.
- 6.2. **Stage 2: Formal Complaint** – these are complaints that are investigated by the Designated Safeguarding Lead, their delegate and or senior management.
- 6.2.1. The complainant will be asked to put their complaint and their view of an agreeable resolution in writing to our head office or via email with the title 'Stage 2 Complaint' in the title to bossuk.guardian@outlook.com.
- 6.2.2. The complaint will be acknowledged within 3 days of receipt of it.
- 6.2.3. We will go into further detail of the complaint and written records will be kept of complaint, conversations and agreed outcomes which will be kept on our secure Cloud drive only accessible by BOSSS UK staff.
- 6.2.4. Time Limits: We aim to resolve your formal complaint within 2 weeks. If the complainant has still not been resolved within this time frame then the complainant may submit a formal complaint to Aegis and move to stage 3.
- 6.3. **Stage 3: Complaint referral to Aegis** – if the complaint cannot be resolved in stage 1 or 2 of the complaints process by the Guardianship Organisation.
- 6.3.1. If you feel unhappy with the outcome of your complaint, you can apply to AEGIS for further advice and help.
- 6.3.2. Contact details for AEGIS: The Wheelhouse, Bond's Mill Estate, Bristol Road, Stonehouse, Gloucestershire, GL10 3RF , tel: +44 (0) 1453 821293, email: secretary@aegisuk.net.

7. Behaviour of Complainants

8. When a complaint is made, the Guardianship Organisation aims to deal with the complainant in a friendly, courteous and professional manner and the same is expected of the complainant.
9. The Guardianship Organisation has a duty to ensure the safety and welfare of its staff. Members of staff who are dealing with complaints are not expected to tolerate unacceptable behaviour by complainants.
10. Unacceptable behaviour is defined as behaviour that is unacceptable by normal standards and is disadvantageous to the individual, such as the threat of or use of harassment, verbal abuse or physical violence. Examples of unacceptable behaviour may include:
- 10.1. Harassment through aggressive or abusive language or behaviour (face-to-face, by telephone, in written or electronic communications). Members of staff should not be subjected to rude, abusive, derogatory, threatening or harassing language or unwanted physical or non-verbal conduct.
- 10.2. Unreasonable demands and persistence. What constitutes unreasonable demands may depend on the circumstances surrounding the behaviour but could include demanding responses or action within an unreasonable timescale, continual phone calls or letters or continuing refusal to accept a decision made in relation to a complaint.

11. If the Guardianship Organisation considers that a complainant's behaviour is unacceptable then it will tell them why it finds their behaviour unacceptable and ask them to change it. If the unacceptable behaviour continues, the Guardianship Organisation will take action to restrict future contact with the Guardianship Organisation, by for example:
 - 11.1. Requesting contact in a particular form (for example, letter only);
 - 11.2. Requiring contact to take place with a named member of staff only;
 - 11.3. Asking the complainant to enter into an agreement about their conduct.
12. Where the behaviour is so extreme that it threatens the immediate safety and welfare of a member of staff other options may be considered, for example, requiring the complainant to leave the premises immediately, reporting the matter to the police or taking legal action. In such cases, the complainant may not be given prior warning of that action.