

Grievance Procedure Updated September 2022

Our complaints procedure is available to Parents, Students, and Homestays and will be followed where a child, parent or host family raises a concern about poor practice against UK Study Centre Guardianship. Complaints are treated seriously and with high priority. Should there be any cause for complaint either regarding the service we have provided, the students or any other aspect of the Guardianship Organisation the following is available:

Stage 1 - Informal

We hope that the matter will be resolved satisfactorily between the parties involved at this stage. If appropriate, it can be helpful to call informally upon the services of an impartial arbitrator who has some experience and prior knowledge of the circumstances, which led to the declaration of a grievance. We will keep a record of all correspondence, subsequent responses and action taken.

For an informal chat call or email the Head of Guardianship (Marianna Slivnitskaya) on 0203 3977744, 07730 132888 or Marianna@ukstudycentre.com

Stage 2 - Formal

If the matter cannot be resolved informally, then grievances should be directed in writing, to the Director (Alexander Nanian) on 07970 293673 or alex@ukstudycentre.com. We will keep a record of all correspondence, subsequent responses and action taken.

Stage 3 – Panel

If the complain can not be resolved by UK Study Centre Guardianship the matter should be referred to the trustees of AEGIS (01453 821293 or info@aegisuk.net).

A complaints panel comprising three people, one of whom will act as chair, will be appointed by the trustees to hear the grievance. The panel will be made up of independent and impartial arbiters. In cases where it is deemed necessary, an interpreter may be in attendance. The decision of the panel will be final. AEGIS will keep a written record of the complaint and action taken, regardless of whether the complaint was upheld or not. A written report of the findings, along with any recommendations will be made available to the complainant and, where appropriate, the person who has been complained about.



Stage 4 – Courts

Should the decision of the complaints panel at Stage 3 fail to settle the grievance, the complainant has the right to pursue the grievance through the courts.