



## Complaints Policy and Grievance Procedure

### SE Complaint Policy

#### Stage 1 - Informal

Contact our office and speak to a SE member of staff

By phone:

T. 0203 808 3800 (Monday to Friday 8am-4pm)

By email: [contact@sutherland-education.com](mailto:contact@sutherland-education.com)

By post:

Sutherland Education

Staverton Court

Staverton

GL51 0UX Cheltenham

If we are unable to resolve your complaint within three working days we will:

- ✓ Confirm and acknowledge your complaint in writing
- ✓ Endeavour to call you no later than 48 hours after you contact us
- ✓ Work with you on an amicable and fair resolution
- ✓ Keep you updated on progress
- ✓ Send you a final response letter, detailing our findings and any resolution

#### Stage 2 - Formal

If you are still not happy with the outcome of your complaint, request to speak to the SE Principal Andrew Sutherland.

M. 07774646886 (24-7 contact)

By email: [andrew@sutherland-education.com](mailto:andrew@sutherland-education.com)

By post:

Andrew Sutherland

Sutherland Education

392-394 Ewell Road

KT6 7BB Surbiton

If we are still unable to resolve your complaint within five working days, you can raise the matter with AEGIS.

#### Stage 3 - AEGIS

Sutherland Education is a member of the regulatory body, AEGIS (the Association for the Education and Guardianship of International Students). Please do contact AEGIS E-mail: [info@aegisuk.net](mailto:info@aegisuk.net)  
Telephone: +44 (0) 1453 821293

## Sutherland Education Grievance Procedure

The following parties may have a grievance against a school or guardianship organisation

- Overseas parent(s) (on behalf of the student)
- UK homestay
- School
- Guardianship organisation
- Overseas agent or other organisation, which may have placed a student with a guardianship organisation

### **Stage 1 - Informal**

In the first instance, all grievances should be made informally to the school or guardianship organisation. A record should be kept, in chronological order, of all correspondence, subsequent responses and action taken.

It is to be hoped 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.

### **Stage 2 - Formal**

If the matter cannot be resolved informally, then grievances should be directed in writing, to the school or guardianship organisation. As for Stage 1, a record should be kept, in chronological order, of all correspondence, subsequent responses and action taken.

### **Stage 3 - Panel**

If the grievance cannot be resolved successfully at stage 2, both parties may make formal representations, in writing, to the trustees of AEGIS c/o:

Yasemin Wigglesworth - Executive Officer  
AEGIS  
The Wheelhouse  
Bond's Mill Estate  
Bristol Road  
Stonehouse  
Gloucestershire GL10 3RF

E-mail: [info@aegisuk.net](mailto:info@aegisuk.net)

Telephone: +44 (0) 1453 821293

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 those 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**

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.

#### **Review**

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

**Policy date: 25th July 2025**

**Responsibility for Policy Review: Wioletta Laszyn**