



BrighterU Education Complaints Policy

Policy Statement

BrighterU Education recognises that there may be legitimate concerns or complaints from students, staff, schools, parents or homestays relating to BrighterU. As a company we encourage these concerns or complaints being made known to BrighterU staff so that they can be addressed in partnership with us, and we can continuously improve our service.

At BrighterU we:

- Take all concerns and complaints seriously;
- Make every effort to deal with concerns or complaints informally and at an early stage;
- Resolve all complaints within 28 working days of the complaint being received;
- Ensure that complaints are dealt with in line with the procedures set out in this document;
- Ensure that complaints are resolved either to the complainant's satisfaction or with an otherwise appropriate outcome;
- Ensure that, where appropriate, a full and fair investigation of the issue is undertaken;
- Ensure that no-one, including students, are penalised for making a complaint in good faith;
- Keep a written record, for at least three years, of all complaints, the action taken and at what stage they were resolved;
- Review regularly at senior management level the written record of complaints and their outcomes;
- Keep confidential all records relating to individual complaints;
- A record of formal complaints and their outcomes is kept by the Managing Director in electronic copy regardless of whether they were upheld.



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 BrighterU 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 10 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 Sue Li or if it is about that person, they are to report to Alex Whitlam. 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 AEGIS.

Stage 3: Referral of the matter to AEGIS

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

Yasemin Wigglesworth

Executive Officer Association for the Education and Guardianship of International Students (AEGIS)
The Wheelhouse,



Bond's Mill Estate,
Bristol Road,
Stonehouse,
Gloucestershire,
GL10 3RF
+44 (0) 1453 821293
www.aegisuk.net

The matter will then be referred to the AEGIS Complaints Panel for consideration.

- If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied to them in writing.
- If possible, the Panel will resolve the complaint immediately without the need for further investigation.
- Where further investigation is required, the Panel will decide how it should be carried out.
- After due consideration of all facts, they consider relevant, the Panel will reach a decision and may make recommendations, which it shall usually complete within twenty-one working days of receiving the complaint.
- The Panel will write to the parents informing them of its decision and the reasons for it. The decision of the Panel will be final. The Panel's findings and, if any, recommendations will be sent in writing to all parties.

Should you require any paper copies please send an email to sueli@brighteru.co.uk detailing your request, then we will respond accordingly. Please ensure that you have a good understanding of these policies and procedures, particularly Safeguarding, Anti-radicalisation, Bullying and E-Safety Policy, Student Behaviour Agreement Acceptable Use of IT and Host Family Policy.

Review

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

This policy was last reviewed on: 16/03/2025

Signed: Sue Li