



Complaints Procedure

We work hard to ensure that you get the level of service that you need. However, there may be times when you are not completely happy with the level of service that you are getting. We are all available for you to talk to at any time. If you are unhappy, we have provided you with a way to seek a solution to the problem.

Informal Resolution Stage

Students and Parents

Academic

If you have concerns or worries about your classes or learning: In the first case talk to your teacher. If you are still unhappy then please talk to the Head of your Year. Please also talk to your Student Liaison Officer who may be able to help you to communicate with your school. Each school has their own complaints procedure – so make sure you follow that if you are unhappy

Accommodation

If there are concerns regarding the accommodation service we provide, please talk to your Student Liaison Officer in the first instance.

Administration

If you are unhappy with the way your course has been administered e.g. payments, dates etc. then please talk to the Student Liaison Officer in the first instance.

Guardianship Service

If you are unhappy with any aspect of our guardianship service, please raise your concerns with your dedicated Student Liaison Officer in the first instance. If you feel this is not appropriate, please follow 'next steps' below.

Host families

If you are unhappy about the level of service you have received, please raise this with your Accommodation Officer in the first instance.

Schools

If you are unhappy about the level of service you have received, please raise this with our School's Partnership Manager in the first instance.

Once you have raised your concern or complaint to us, we will seek to provide a response to you with a resolution within 5 working days.

Formal Resolution Stage

If you are not satisfied with the outcome, you may escalate your complaint using the Formal Resolution Stage. You must submit your complaint in writing to:

(For guardianship service complaints)

Henry Xia

Guardianship Manager

Email: h.xia@gateway-education.com

(For all other complaints)

Sandy Guo

Business Development

Manager

Email: sandy@gateway-education.com

We will acknowledge receipt of your complaint within 48 hours of receiving by written to you. We will then investigate your complaint and provide a resolution within 10 working days.

Final Stage

If you feel you have still not received a satisfactory response to your complaint, you may raise your complaint with the Company Proprietor or our accrediting body AEGIS, contact details for both can be found below.

We will keep a record of all complaints received in writing, along with details of any action taken and correspondence sent to you, regardless of whether or not the complaint is upheld.

Our contact details:

Gateway,
4 Darnell Way, Moulton Park, Northampton, NN3 6RW
Tel – 01604 642 082
Website: www.gateway-education.com

Guardianship Manager

Henry Xia
Email: H.xia@gateway-education.com

Accommodation Officer

Dawn Brett
Email: Dawn@gateway-education.com

School Partnership Manager

Michelle Codd
Email: Michelle@gateway-education.com

Business Development Manager

Sandy Guo
Email: Sandy@gateway-education.com

Proprietor

Henry Qu
Email: Henry@gateway-education.com

AEGIS.

Registered Charity No. 1111384

Tel/Fax: +44(0) 1453 821293

Email: info@aegisuk.net

www.aegisuk.net

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