



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 and we promise that we will get back to you within 48 hours with a response to your questions. If you are unhappy, we have provided you with a way to seek a solution to the problem.

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 Guardian 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 Guardian 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 Guardian 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 Guardian 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 our Accommodation Manager in the first instance.

Schools

If you are unhappy about the level of service you have received, please raise this with our Head of Operations.

Next Steps

- 1) For students and parents; If you are not happy with the answer provided by your Guardian Officer, please raise your concerns to our Guardianship Manager.
- 2) For all parties, you may escalate your concerns to the Head of Operations and/or Chief Operating Officer.

3) The final step is to raise your concerns to our Proprietor

Our contact details:

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

Guardianship Manager

Yuki Liu
Email: yuki@gateway-education.com

Accommodation Manager

Michael Harris
Email: michael@gateway-education.com

Head of Operations

Katie Cross
Email: Katie@gateway-education.com

Cheif Operating

Officer
Ryan Henderson
Email: ryan@gateway-education.com

Proprietor

Henry Qu
Email: Henry@gateway-education.com

Finally

If you are still not satisfied with our responses, then you may wish to raise your complaint with our professional organisation –

AEGIS.
Registered Charity No. 1111384
Tel/Fax: +44(0) 1453 821293
Email: info@aegisuk.net
www.aegisuk.net

The Wheelhouse, Bonds Mill Estate, Bristol Road, Stonehouse, Stroud, Gloucestershire GL10 3RF