



ISAC Education Complaints Policy

Policy Statement

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

This Complaints Policy is available publicly, including on our website, and is available to students, parents, agents, homestays, schools and staff. ISAC Education will make sure that language is not a barrier to making a complaint, for example by providing translation support where needed.

At ISAC Education 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, is 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;
- Keep a written record of all formal complaints and their outcomes, in electronic copy, regardless of whether they were upheld. This record is kept by Ye Chen (Yvonne), Director of ISAC Education;
- Refer immediately to the Designated Safeguarding Lead (DSL) any complaint that raises a safeguarding concern, in line with our Safeguarding and Child Protection Policy;
- Inform AEGIS within 1 working day if we become subject to any complaint or investigation that may cause reputational damage to AEGIS.

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 ISAC Education 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 3 working days.

If the issue remains unresolved, the next step is to make a formal complaint.

Concerns and complaints can be sent to: ISAC Education Limited, 1 Baltimore House, Juniper Drive, London, SW18 1TS; guardianship@isaceducation.co.uk; +44 (0)7510177786 (UK working hours).

If a concern or complaint raises a safeguarding concern (for example, about the behaviour of a member of staff, volunteer or homestay towards a student), it must be reported to the DSL, Robert Bentley (or, in his absence, the Deputy DSL, Ye Chen) immediately. Out of hours, use the ISAC Education UK 24-hour emergency number, +44 (0)7887819301. Such matters will be dealt with under the Safeguarding and Child Protection Policy.

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 Ye Chen (Yvonne), Director (yvonne@isaceducation.co.uk), or if it is about Ye Chen, to Frank Tian (frank@isaceducation.com). 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 ISAC Education, they can contact AEGIS to report their concerns if they wish to do so. Under the AEGIS Grievance Procedure, they may make formal representations in writing to the trustees of AEGIS. AEGIS will appoint a panel of three independent and impartial people to hear the grievance, and the decision of the panel is final. ISAC Education will co-operate fully with AEGIS and provide the written record of the complaint. 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
E-mail: info@aegisuk.net
+44 (0) 1453 821293
www.aegisuk.net

Review

We are committed to reviewing our policy and good practice at least annually, or sooner if legislation, statutory guidance or the AEGIS Quality Standards change.

This policy was last reviewed on: 29 September 2026 and updated to reflect the AEGIS Quality Standards (September 2026).

Next review due: 29 September 2027

Signed:

Ye Chen (Yvonne), Director

Date: 29 September 2026