



Complaints Policy

Guardianship Organisation · AEGIS Accredited

Document reference	Policy 9
Version	0.5
Date	September 2026
Policy owner	Victoria Barfoot-Saunt, Compliance Director
Next review	September 2027
Applies to	All directors, staff, volunteers, homestays, students, parents and agents

Statutory basis. This policy has been written to align with Keeping Children Safe in Education 2026 (in force 1 September 2026), Working Together to Safeguard Children (current version) and the AEGIS Code of Practice and Quality Standards for Guardianship Organisations.

A note on applicability. Keeping Children Safe in Education, referred to throughout as KCSIE, is statutory guidance for schools and colleges. BOSSS UK is a guardianship organisation and is not a school, so KCSIE does not apply to it directly. BOSSS UK nevertheless adopts KCSIE as its safeguarding standard because AEGIS requires accredited guardianship organisations to align with it, and because our staff and homestays care for the same children outside term time. Where a KCSIE requirement is written for a school setting, we apply the equivalent proportionate arrangement and say so.

1 Our approach

BOSSS UK views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

1.1 Our policy is to:

- provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint;
- publicise the existence of our complaints procedure so that people know how to contact us to make a complaint;
- make sure everyone at BOSSS UK knows what to do if a complaint is received;
- make sure all complaints are investigated fairly and in a timely manner;
- make sure that complaints are, wherever possible, resolved and that relationships are repaired; and
- gather information which helps us to improve what we do.

2 Definitions and scope

- 2.1** A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of BOSSS UK. Where the complaint is against the school, the school's own complaints procedure should be followed.
- 2.2** A complaint may be made by a student, a homestay, an overseas parent, a school, or any person or organisation with a legitimate interest in BOSSS UK. A complaint may be received verbally, by telephone, by email or in writing.
- 2.3** All complaint information is handled sensitively, is shared only with those who need to know, and is handled in accordance with our Data Protection and Privacy Policy 2.10 and our Data Retention Policy.
- 2.4** Overall responsibility for this policy and its implementation lies with the Designated Safeguarding Lead and the Deputy Designated Safeguarding Lead.

A complaint that raises a safeguarding concern is not dealt with under this policy. Where a complaint discloses or suggests that a child has been harmed or is at risk of harm, or raises an allegation against a member of staff, a volunteer or a homestay, it must be passed to the DSL immediately and dealt with under the Safeguarding and Child Protection Policy 8.1. The complaints timescales in paragraph 5 do not apply, and the matter is not delayed pending the outcome of a complaint process. Where an allegation meets the harm threshold, the DSL or a Director contacts the Local Authority Designated Officer within 24 hours.

3 How to raise a complaint

To raise a complaint, please contact the Student Coordinator assigned to look after you, or the Designated Safeguarding Lead or Deputy Designated Safeguarding Lead.

Role	Name	Contact number (24 hour)	Email
Designated Safeguarding Lead and Prevent Lead	Tina Wong	+44 (0)7776 206352	info@bosssguardians.com
Deputy Designated Safeguarding Lead and Deputy Prevent Lead	Eva (Haiwa) Qui	+44 (0)7922 152628	info@bosssguardians.com

3.1 Our contact details

By post	BOSSS (UK) Limited, C/O The Cousins, Office No 216, Building 1 Chalfont Park, Chalfont St. Peter, Gerrards Cross, Buckinghamshire, England, SL9 0BG
By email	bosss.guardian@outlook.com
By telephone	+44 (0)1202 980804
Website	www.bosssuk.co.uk

New in version 0.4. Previous versions of this policy asked complainants to write to "our head office" without giving an address, which made it impossible to complain in writing by post. The registered office address is now stated above and at the foot of every page.

4 Resolution principles

- 4.1** It is in everyone's interest that concerns, difficulties and complaints are resolved to the satisfaction of all parties at the earliest possible stage. The way in which a concern is dealt with after it is first raised can be crucial in determining whether it escalates. Members of staff are periodically reminded of the procedure in this policy, so that they know what to do when a concern is raised with them.
- 4.2** At each stage, the investigator will consider how the complaint may be resolved, giving due regard to its seriousness. It may be appropriate, in order to bring the complaint to a resolution, for the investigator to offer:
- an explanation;
 - an apology;
 - reassurance that steps have been taken to prevent a recurrence of the events which led to the complaint; or
 - reassurance that BOSSS UK will undertake a review of its policies and procedures in light of the complaint.
- 4.3** None of the above constitutes an admission of negligence or an acceptance of liability on behalf of BOSSS UK.

- 4.4** Where the complainant is a student, they are entitled to make a complaint in their own right, in their first language if they prefer, and without their parents being informed if they ask for that and it is appropriate. Where a student asks that their parents not be told, the DSL considers whether that request can be respected, and records the decision and the reason.

5 Complaints procedure

5.1 Stage 1: informal concerns or disputes

- The majority of complaints are resolved informally. The complainant has the opportunity to provide an overview of their complaint and to confirm how they consider it is best resolved.
- If the complaint cannot be dealt with immediately, we will arrange an agreeable time for action to be taken.
- If we are unable to resolve the complaint at Stage 1, the complainant will be told that they may move to Stage 2, and what options and support are available to them.
- Time limit: we aim to resolve an informal complaint within 2 weeks. If it has not been resolved within that time, the complainant may submit a formal complaint and move to Stage 2.

5.2 Stage 2: formal complaint

- Stage 2 complaints are investigated by the Designated Safeguarding Lead, their delegate or senior management.
- The complainant is asked to put their complaint, and their view of an agreeable resolution, in writing. This may be sent by post to our registered office at the address in paragraph 3.1, or by email to boss.guardian@outlook.com with "Stage 2 Complaint" in the subject line.
- The complaint is acknowledged within 3 days of receipt.
- We will go into further detail of the complaint. Written records are kept of the complaint, of conversations and of agreed outcomes, and are held on our secure cloud drive, accessible only by BOSSS UK staff.
- Time limit: we aim to resolve a formal complaint within 2 weeks. If it has not been resolved within that time, the complainant may submit a formal complaint to AEGIS and move to Stage 3.

5.3 Stage 3: referral to AEGIS

- Where a complaint cannot be resolved at Stage 1 or Stage 2, and the complainant is unhappy with the outcome, they may apply to AEGIS for further advice and help.
- AEGIS contact details: The Wheelhouse, Bond's Mill Estate, Bristol Road, Stonehouse, Gloucestershire, GL10 3RF. Telephone +44 (0)1453 821293. Email secretary@aegisuk.net.
- A complainant may approach AEGIS at any time and does not need our permission to do so. Nothing in this policy prevents a complainant from contacting AEGIS, the police, children's social care or the Information Commissioner's Office directly.

6 Record keeping and confidentiality

- 6.1** A written record is kept by BOSSS UK of all formal complaints. The record confirms at which stage the complaint was resolved and the action taken as a result, whether or not the complaint was upheld.
- 6.2** All correspondence, statements and records relating to individual complaints are kept confidential, except where the Secretary of State, or someone acting on their behalf, requests access to them, or where disclosure is otherwise required by law.
- 6.3** Complaint records are retained in accordance with the Data Retention Policy. Complaints and incidents involving a homestay are retained for a minimum of 3 years from resolution and a maximum of 6 years, reflecting the civil claims limitation period.
- 6.4** Complaints are reviewed at least annually by the Compliance Director to identify patterns and any resulting change to policy or practice. The outcome of that review is reported to the Managing Director.

7 Behaviour of complainants

- 7.1** When a complaint is made, BOSSS UK aims to deal with the complainant in a friendly, courteous and professional manner, and the same is expected of the complainant.
- 7.2** BOSSS UK has a duty to ensure the safety and welfare of its staff. Members of staff dealing with complaints are not expected to tolerate unacceptable behaviour.
- 7.3** Unacceptable behaviour is behaviour that is unacceptable by normal standards and is disadvantageous to the individual, such as the threat or use of harassment, verbal abuse or physical violence. Examples may include:
 - harassment through aggressive or abusive language or behaviour, whether face to face, by telephone or in written or electronic communication. Members of staff should not be subjected to rude, abusive, derogatory, threatening or harassing language, or to unwanted physical or non-verbal conduct; and
 - unreasonable demands and persistence. What constitutes unreasonable demands depends on the circumstances, but could include demanding a response or action within an unreasonable timescale, continual telephone calls or letters, or a continuing refusal to accept a decision made in relation to a complaint.
- 7.4** Where BOSSS UK considers a complainant's behaviour unacceptable, it will tell them why and ask them to change it. If the behaviour continues, BOSSS UK will take action to restrict future contact, for example by requesting contact in a particular form such as letter only, requiring contact with a named member of staff only, or asking the complainant to enter into an agreement about their conduct.
- 7.5** Where behaviour is so extreme that it threatens the immediate safety and welfare of a member of staff, other options may be considered, for example requiring the complainant to leave the premises immediately, reporting the matter to the police or taking legal action. In such cases the complainant may not be given prior warning.
- 7.6** Restricting contact with a complainant must never restrict a student's access to the DSL or to a safeguarding route. Where a parent's contact is restricted, the DSL records how the student can continue to raise a concern.

Change control

Date	Version	Name	Change control comments
June 2022	0.3	Victoria Barfoot-Saunt	No substantive change at annual review
September 2024	0.4	Victoria Barfoot-Saunt	No substantive change at annual review
12/09/2026	0.5	Victoria Barfoot-Saunt	Deputy DSL updated to Eva (Haiwa) Qui. Registered office address added at paragraph 3.1 and to the page footer, so that a complaint can be made in writing by post. New callout distinguishing complaints from safeguarding concerns. Student right to complain in their own right added at 4.4. Right to approach AEGIS and other bodies directly clarified at 5.3. Retention cross-reference added at 6.3. Annual review of complaints added at 6.4. Protection of the student safeguarding route added at 7.6. Cross-reference to the Stage 2 email address corrected

End of policy