



# COMPLAINTS POLICY

Sunshine365 Limited

(Aligned with AEGIS Quality Standard 3.1 – September 2025)

V1.0  
Oct,2025

## 1. Purpose

Sunshine365 Limited (“Sunshine365”) values open communication and aims to maintain positive relationships with students, parents, schools, homestays, and staff. However, we recognise that concerns or complaints may occasionally arise.

This policy sets out a clear, fair, and transparent procedure for handling complaints efficiently, in accordance with AEGIS standards and UK best practice.

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## 2. Policy Statement

- All complaints will be treated **seriously, confidentially, and without prejudice**.
  - Sunshine365 welcomes constructive feedback and views complaints as an opportunity to improve.
  - We commit to resolving concerns **informally where possible**, but we also provide a structured escalation process for formal complaints.
  - No individual will be discriminated against or disadvantaged for raising a genuine complaint.
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## 3. Scope

This policy applies to complaints made by or on behalf of:

- Students under the care of Sunshine365
- Parents or legal guardians
- Homestay families
- Partner schools or agents
- Members of staff

It does **not** cover employment-related grievances (handled under the Staff Grievance Procedure).

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## 4. Definitions

A **concern** is an issue raised informally that can often be resolved quickly through discussion.

A **complaint** is a formal expression of dissatisfaction that requires a documented response and resolution.

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## 5. Principles

- Complaints should be raised as soon as possible after the event.

- Sunshine365 aims to resolve all complaints **within 15 working days** where possible.
  - Anonymous complaints will be considered if they raise safeguarding or welfare issues.
  - If a complaint involves potential harm to a child, safeguarding procedures will take precedence.
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## 6. Informal Resolution (Stage 1)

- 1) The complainant should first raise the issue verbally or in writing with the relevant **Local Coordinator, Homestay, or Office Administrator**.
- 2) Every effort will be made to resolve the concern promptly through discussion and mutual understanding.
- 3) A brief written record of the concern and outcome will be logged by the staff member.

If unresolved or if the complainant wishes to proceed formally, the matter moves to **Stage 2**.

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## 7. Formal Complaint (Stage 2)

- 1) The complainant should submit a written complaint to the **Designated Safeguarding Lead (DSL) or Director**, clearly outlining:
    - Details of the complaint
    - Steps already taken
    - Desired outcome
  - 2) The DSL/Director will acknowledge receipt within **3 working days**.
  - 3) An impartial investigation will be conducted, which may include:
    - Interviews with relevant staff, students, or homestays
    - Review of documentation or correspondence
  - 4) A **written response** with findings and proposed resolution will be issued within **10 working days**.
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## 8. Appeal (Stage 3)

If the complainant is unsatisfied with the Stage 2 outcome:

- 1) They may request an appeal in writing to the **Director** within 10 working days of receiving the response.
  - 2) The Director will appoint an **independent reviewer** (not previously involved) to reconsider the complaint.
  - 3) A final written response will be issued within **15 working days** of the appeal being received.
  - 4) The decision at this stage is final within Sunshine365's internal procedures.
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## 9. External Escalation

If the complainant remains dissatisfied after all internal stages are completed, they may contact:

- **AEGIS (Association for the Education and Guardianship of International Students)**  
✉ Email: [info@aegisuk.net](mailto:info@aegisuk.net) | 🌐 Website: [www.aegisuk.net](http://www.aegisuk.net)
  - **Local Authority Children’s Services** (if the complaint relates to safeguarding)
  - **Local Government Ombudsman** (for complaints about administrative failure in local authority-related matters)
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## 10. Recording and Confidentiality

- All complaints are logged in the **Complaints Register**, maintained by the DSL.
  - The log includes date, nature, outcome, and resolution timeframe.
  - Records are retained for a minimum of **7 years**.
  - Confidentiality is maintained at all stages unless disclosure is required by law.
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## 11. Monitoring and Learning

- The Director and DSL review the complaints log **termly** to identify patterns or systemic issues.
  - Findings inform quality improvements, staff training, or policy revision.
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## 12. Accessibility

- This policy is made available on the Sunshine365 website and provided in the **Parent and Student Handbooks**.
  - A summary of the process is explained to parents and students at the start of guardianship.
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## 13. Approval

- **Date Published:** October 2025
- **Next Review Date:** October 2026
- **Approved by:** Director, Sunshine365 Limited
- **Designated Safeguarding Lead:** Dongmei Wang
- **Signature:** \_\_\_\_\_
- **Date:** \_\_\_\_\_