

## Complaints Procedure for Students and Parents

### 1. Purpose of the Procedure

The procedure is designed to make sure that any complaint that students and parents may have is dealt with as quickly and fairly as possible

### 2. Informal Discussions

If you have any concerns about our services or our staff, you should try to discuss it with the staff or with Mr He Qiang, the Director of Hesheli-Edu.

If you have any concerns about the teaching or your teachers, you should try to discuss it with the teacher or with the principal of your school.

Also if you are unhappy with your host family or your accommodation then once again try to discuss it with your host family, alternatively with the Director of Hesheli-Edu.

We hope most problems can be resolved at this stage, if not you should follow the procedure below.

### 3. Statement of Complaint

Try to write down your complaint and give it to Mr He. If you cannot write exactly what you want to say ask to see Mr He and briefly tell him what concerns you.

### 4. Formal Complaints

If you decide to make a formal complaint, please call Mr He at +44(0)7910908888, or drop a mail to [heqiang@hesheli-edu.com](mailto:heqiang@hesheli-edu.com), or post your written complaint to 1 Times Square, High Street, Sutton, Surrey, SM1 1LF, UK.

### 5. Complaints Meeting

Once Mr He knows about your complaint he will investigate it and call a meeting between you and the third party to discuss the complaint and make a decision to resolve it. Should you be unhappy with Mr He's decision you can ask him to reconsider.

### 6. Unsettled Complaints

Hesheli-Edu is a member of Sutton LSCB (Local Safeguarding Children Board). You are not happy with Mr He's final decision, please contact following organisations within the local authority.

#### Multi-Agency Safeguarding Hub (MASH)

1st Floor, Sutton Police Station, 6 Carshalton Road, Sutton, Surrey SM1 4RF

Tel: 020 8649 0418/0419/0420

Out of Hours Tel: 020 8770 5000

[mash@sutton.gov.uk](mailto:mash@sutton.gov.uk)

[mash@sutton.gov.uk.cjism.net](mailto:mash@sutton.gov.uk.cjism.net)

#### Sutton Local Safeguarding Children Board

London Borough of Sutton

The Grove, High Street, Carshalton, Surrey SM5 3AL

Tel: 020 8770 6572

[suttonlscb@sutton.gov.uk](mailto:suttonlscb@sutton.gov.uk)