

## COMPLAINTS POLICY

**Rationale:** This policy has been written to inform parents, children/young people, schools, host families and others of the procedures to follow should they wish to make a complaint. S.O.G.A. recognises the value of setting down clear procedures so that any complaints are resolved as swiftly as possible.

1. All complaints will be dealt with as quickly and efficiently as possible
2. While there is no legal duty for S.O.G.A. to pursue an anonymous complaint, such complaints will be considered, and a decision made as to whether the complaint justifies further investigation
3. All complaints will be recorded, and detailed notes of any complaints will be retained by the organization for a period of three years after the student has left the organization
4. The formal procedures will need to be used when initial attempts to resolve the issue are unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further

### Aim

- Encourage resolution of problems by informal means wherever possible •
- Ensure a full and fair investigation by an independent person where necessary •
- Respect people's desire for confidentiality

### Procedure

- Complaints should be made to Mrs. Pamela Keracher in the first instance, or the person nominated by her
- The complaint will be recorded and clarify what will happen next
- The complaint will be investigated.

### Steps of Investigation

Stage 1, Informal,

Stage 2, Formal Resolution

Stage 3, Stage 3 – Referral

**Updated July 2024**

# Scottish Overseas Guardianship Association

## The three stages of the complaint's procedure.

### Stage 1 – Informal resolution

It is hoped that most concerns and complaints are resolved quickly and informally. Please get in touch immediately if you have a concern or complaint. It is important to air problems with us at SOGA, however small they may seem. We always want to know and to do what we can to help.

Talking the matter/complaint over hopefully will resolve it.

Contact Mrs. Pamela Keracher., email [pamkerachersoga@hotmail.co.uk](mailto:pamkerachersoga@hotmail.co.uk) or telephone.07762791805

Should a solution not be agreed on we would move onto Stage 2.,

### Stage 2. Stage 2 Formal Resolution

If the complaint cannot be resolved on an informal basis, then the person making the complaint should put their complaint in writing to Mrs. Pamela Keracher. 52 Glasgow Road, Perth, PH20PB.. Or email, [pamkerachersoga@hotmail.co.uk](mailto:pamkerachersoga@hotmail.co.uk)

Mrs. Pamela Keracher will decide, after considering the complaint, the appropriate course of action to take.

In most cases, she will arrange to meet or nominated person to meet and speak to the complainer concerned, within 5 working days of receiving the complaint, to discuss the matter. Mrs. Pamela Keracher or nominated person will keep written records of all meetings and interviews held in relation to the complaint.

Dependent on the nature of the complaint it may be necessary for Mrs. Pamela Keracher or a nominated member of SOGA Leadership Team to carry out further investigations.

The record of complaints will contain the following information: - The date when the issue was raised,

The name of the complainer.

A statement of the issue.

The name of the nominated person handling the issue.

A brief statement of the outcome,

The record of complaints will be kept securely by Mrs. Pamela Keracher to be made available, if required for further inspection.

Once Mrs. Keracher or nominated person is satisfied that, so far as is practicable, all the relevant facts have been established, a decision will be made, and complainant will be informed of this decision in writing.

Mrs. Keracher or nominated person will also give reasons for her decision.

If possible, a resolution will be reached at this stage.

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Should a solution not be agreed on we would move onto Stage.

### Stage 3 – Referral

If the complaint cannot be resolved, then the complainant should contact the Social Care and Social Work Improvement Scotland (Care Inspectorate) Compass House 11 Riverside Drive Dundee Tel Enquiries : 0345 600 9527

NOTE:

If the complaint is about Mrs Pamela Keracher, contact AEGIS (Association for the Education and Guardianship of International Students) +44 (0) 1453 821293.

Leave your telephone number so that they can ring you back as soon as possible.

**BACKGROUND** . This policy was formulated in response to the Scottish Council of Independent Schools (SCIS) Guidelines for complaints procedures and in recognition of the requirement by Education Scotland.

**POLICY STATEMENT** • SOGA is concerned for the welfare and happiness of all students and SOGA members and recognises that complaints reflect genuine concerns which need to be addressed. It is hoped that any matters of concern can be resolved informally without recourse to more formalized lines.

The purpose of the policy is to provide parents, students, hosts, or **any person** concerned and has a complaint with a framework through which they can raise the complaint.

All Soga members have a responsibility to ensure that complaints are dealt with using the steps of Investigation.:

Matters incapable of resolution at an early level, must always be referred to the Director Mrs. Pamela Keracher who will fully investigate.

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**CONCERNS / COMPLAINTS** For SOGA members and the public.

A concern is a matter of interest or importance to that person who they wish to bring to our attention.

A complaint is a statement that something is unsatisfactory or unacceptable. We shall treat any complaint you make as an expression of genuine dissatisfaction or anxiety which deserves a full response.

We would much rather know about it! You may be alerting SOGA to something of which they were not aware, but which may also affect the welfare of other students

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[www.scottishoverseasguardianship.co.uk](http://www.scottishoverseasguardianship.co.uk)

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