

Complaints Policy

Introduction

ICON Education UK Ltd 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.

Our Policy

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

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of ICON Education UK Ltd.

Where Complaints Come From

Complaints can be made by any person or organisation who comes into contact with the work of ICON Education UK Ltd. This can include host families, students, parents, schools, and any other associate of the business. This policy does not cover complaints from staff, as they should contact their direct line manager.

Stages of the Complaints Procedure

Stage 1 – Informal Resolution

Wherever possible, complaints should first be raised informally with the relevant staff member or their line manager. We encourage open discussion to resolve concerns quickly and amicably without the need for a formal process. The staff member will make every effort to resolve the matter within 5 working days.

Stage 2 – Formal Resolution

If the complaint cannot be resolved informally, it should be submitted in writing to the Designated Safeguarding Lead or Company Director at:

Tel: +44 (0)7539 172 484

Email: helen.zhao@iconedu.co.uk


The complaint will be acknowledged in writing within 2 working days. An internal investigation will be carried out, and updates will be provided throughout. A formal written response will normally be issued within 15 working days.

Stage 3 – Referral to AEGIS

If the complainant is not satisfied with the outcome of the formal process, they may refer the matter to AEGIS (The Association for the Education and Guardianship of International Students). ICON Education UK Ltd is a fully accredited AEGIS member and follows its Code of Practice.

AEGIS Contact Details:

AEGIS, The Wheelhouse, Bond's Mill Estate, Bristol Road, Stonehouse, Stroud,
Gloucestershire GL10 3RF

 Tel: +44 (0)1453 821293

 Website: www.aegisuk.net

Confidentiality

All complaint information will be handled sensitively, sharing information only with those who need to know and in accordance with the ICON Education UK Ltd Data Protection Policy.

Review

This policy reviewed on 3rd April 2025, next review date is 2nd April 2026.