



5<sup>th</sup> February 2020

**COMPLAINTS PROCEDURE POLICY**

## ELITE ANGLO CHINESE SERVICES

### SAFEGUARDING EMERGENCY CONTACT

**Gwyn Phillips** Tel **+ (44) 01428 648393**

**Designated Safeguarding Lead (DSL) Mobile** **+ (44) 07789 434798**

**Email:** [gwyn@eliteacs.com](mailto:gwyn@eliteacs.com)

Or

**Eve Leung** Tel **+ (44) 01865 600288**

**Deputy Safeguarding Lead (DSL) Mobile** **+ (44) 07787 536030**

**Email** [eve@eliteacs.com](mailto:eve@eliteacs.com)

### EMERGENCY CONTACT DETAILS

Name Eve Leung

Address: The Fold Space, 20 Clyde Terrace  
Forest Hill, London, SE23 3BA

Admin Address 33 Lower Road, Grayswood, Haslemere  
Surrey, GU27 2DR

Telephone: UK Tel. + (44) 01865 600288

UK Mobile + (44) 07787 536030

Hong Kong + (852) 9530 8525

Email: [info@eliteacs.com](mailto:info@eliteacs.com)

Website: [www.eliteacs.com](http://www.eliteacs.com)

Elite Anglo Chinese Services  
The Fold Space, 20 Clyde Terrace, Forest Hill, London SE23 3BA

Company No: 11632695 Registered in England and Wales

## **Complaints Procedure**

**If you need to make a complaint the following stages can be followed:**

### **First Stage (Informal)**

Telephone Eve Leung (Managing Director) of Elite Anglo Chinese Services.

Tel.+(44) 01865 600288

This number is available 24 hours seven days a week, during the year.

Eve Leung and her team will try and sort out any issues quickly and satisfactorily.

### **Second Stage (Formal)**

If you are not satisfied with our response, please write your complaint to us and email to

[Eve@eliteacs.com](mailto:Eve@eliteacs.com)

**Or by post to :**

Eve Leung

Elite Anglo Chinese Services

33 Lower Road, Grayswood, Haslemere, Surrey GU27 2DR

We will respond to your complaint within seven working days of receipt of your letter

### **Third Stage**

If your complaint has not been resolved or you are not happy with our response, we will refer the matter to AEGIS (The Association for the Education and Guardianship of International Students) or you can do it directly.

**AEGIS Contacts:**

**Address**

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

**Telephone**    +44 (0) 1453 821293

**Email**            info@aegisuk.net

Outcome of any faults by Elite will result in amending and implementing the changes needed to comply with any recommendations made by AEGIS

Records of these complaints will be filed for seven years