

Date of Policy: 27th Sept 2026

COMPLAINTS PROCEDURE POLICY

Role / Name	Phone	Email
Evelyn Phillips Designated Safeguarding Lead (DSL)	Tel: +44 (0)1428 648393 Mob: +44 (0)7789 434798	evelyn@eliteacs.com
Eve Leung Deputy Safeguarding Lead (DSL) and Emergency contact	Tel: +44 (0)20 88956693 Mob: +44 (0)7787 536030	eve@eliteacs.com

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 at + **(44) 020 88956693**. This number is available 24 hours a day, seven days a week throughout the year.

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

Second Stage (Formal)

If you are not satisfied with our response, please write your complaint to us and email evelyn@eliteacs.com, or send by post to:

Evelyn Phillips

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 contact them directly.

AEGIS Contacts

Address	Telephone	Email
The Wheelhouse, Bond's Mill Estate, Bristol Road, Stonehouse, Gloucestershire GL10 3RF	+44 (0) 1453 821293	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.