

Alpha Plus Guardian Services: student grievance procedure

1. Purpose of the procedure/Introduction Alpha Plus's aim is to ensure that any student with a grievance relating to their guardianship can use a procedure which can help to resolve such grievances as quickly and as fairly as possible.

2. Informal discussions If a student has a grievance about their guardianship they should discuss it informally with their host family or with their Alpha Plus guardian. We hope that the majority of concerns will be resolved this way.

3. Stage 1 – statement of grievance If the student feels that the matter has not been resolved through informal discussions, they should put their grievance in writing to a Director of Alpha Plus Guardian Services Ltd ["Alpha Plus"].

4. Stage 2 – the grievance meeting As quickly as possible, but certainly within one week except in exceptional circumstances, a Director of Alpha Plus will respond, in writing, to the statement, offering to visit the student for a meeting (either at the student's host family's home or at their school or college, as they prefer) where the alleged grievance can be discussed. This meeting should be scheduled to take place as soon as possible, and normally five days' notice of this meeting will be provided to the student and they will be informed of their right to be accompanied.

If for any unforeseen reason the student or a Director of Alpha Plus is in the event unable to attend, the meeting must be rearranged.

After the meeting the Alpha Plus Director hearing the grievance must write to the student informing them of any decision or action and offering them the right of appeal. This letter should be sent within three working days of the grievance meeting and should include the details on how to appeal.

5. Stage 3 – appeal If the matter is not resolved to the student's satisfaction they must set out their grounds of appeal in writing within one week of receipt of the decision letter.

Within one further week of the appeal letter's having been received by Alpha Plus, the student should receive a written invitation to attend an appeal meeting. The appeal meeting should be attended by the student and the Alpha Plus Director and will be chaired by a senior representative of another accredited AEGIS guardianship organisation, as agreed between the student and Alpha Plus.

After the appeal meeting, the appeal chairman will inform the student in writing of their decision within one week of the meeting. Their decision is final.