

# Thames Hightech Ltd

## Complaints Policy 2025/26

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Thames Hightech Ltd recognises that concerns and complaints can arise from students, parents, schools, homestays, staff or others connected with the organisation. Complaints are taken seriously and viewed as an opportunity to resolve problems fairly and improve services.

This policy explains how concerns and complaints can be raised, how they will be handled, and how records will be maintained.

This policy should be read alongside the Safeguarding and Child Protection Policy, Whistleblowing Policy, Low Level Concerns Policy and relevant contracts and handbooks.

### 1. Principles

- Complaints will be taken seriously and handled fairly.
- Where possible, concerns will be resolved promptly and informally at an early stage.
- No person will be penalised for making a complaint in good faith.
- Complaints records will be kept securely and confidentially, subject to safeguarding and legal requirements.
- Where a complaint raises safeguarding concerns, safeguarding procedures will take precedence.

### 2. Who can make a complaint

Complaints may be made by students, parents, schools, homestays, staff, contractors or another person acting with appropriate authority or consent on behalf of the complainant.

### 3. Scope

This policy covers complaints about Thames Hightech Ltd's services, conduct, arrangements or decision-making. It does not replace safeguarding procedures, whistleblowing procedures or any legal process, but may operate alongside them where relevant.

### 4. Stage 1 – Informal resolution

Many concerns can be resolved informally. A concern may be raised in person, by phone, by email or in writing.

- The concern should normally be raised with the relevant Thames Hightech Ltd contact or with Yuhong Li.
- An initial acknowledgement should normally be given within a reasonable time.
- The organisation will seek to understand the issue, investigate as appropriate and respond.
- Where possible, an informal response should normally be provided within 7 working days, although more complex matters may take longer.

### 5. Stage 2 – Formal complaint

If the complainant remains dissatisfied, or the matter is too serious for informal handling, a formal complaint may be submitted in writing to Yuhong Li.

The formal complaint should include:

- the complainant's name and contact details;
- the nature of the complaint;
- relevant dates, background and any supporting documents;
- the outcome sought, if known.

On receipt of a formal complaint, Thames Hightech Ltd will:

- acknowledge the complaint;
- consider whether any immediate action is required, including safeguarding action;
- investigate the matter fairly and proportionately;
- keep the complainant informed where appropriate;
- provide a formal written outcome normally within 28 working days, or explain if more time is required.

## 6. Safeguarding-related complaints

If a complaint includes a safeguarding allegation or concern about the safety or welfare of a child, Thames Hightech Ltd may need to act under its safeguarding procedures immediately. In such cases, the complaints process may be paused, adapted or limited while safeguarding action, external consultation or investigation takes place.

## 7. Outcomes

A complaint may be:

- upheld in full;
- upheld in part;
- not upheld;
- resolved through explanation, apology, practical action or service improvement;
- referred into another process where that is more appropriate.

## 8. Escalation to AEGIS

If a complainant remains dissatisfied after Thames Hightech Ltd's formal response, they may choose to contact AEGIS. Thames Hightech Ltd may also signpost complainants to AEGIS where appropriate.

## 9. Record keeping

Thames Hightech Ltd will maintain a written record of formal complaints, actions taken and outcomes. Records will be kept securely and confidentially. A record of formal complaints and their outcomes will be retained whether or not the complaint is upheld.

## 10. Confidentiality

Complaint information will be shared only with those who need to know in order to handle the matter fairly, protect children, or meet legal or regulatory duties.

## 11. Review

This policy will be reviewed at least annually and sooner if guidance, legislation, AEGIS standards or organisational practice changes.

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