HYDE Complaints Policy

Policy Statement

HYDE recognises that there may be legitimate concerns or complaints from students, staff, schools, parents or homestays relating to HYDE. As a company we encourage these concerns or complaints being made known to HYDE staff so that they can be addressed in partnership with us, and we can continuously improve our service.

At HYDE we:

- Take all concerns and complaints seriously;
- Make every effort to deal with concerns or complaints informally and at an early stage;
- Resolve all complaints within 28 working days of the complaint being received;
- Ensure that complaints are dealt with in line with the procedures set out in this document;
- Ensure that complaints are resolved either to the complainant's satisfaction or with an otherwise appropriate outcome which balances the rights and duties of students;
- Ensure that, where appropriate, a full and fair investigation of the issue is undertaken;
- Ensure that no-one, including students, are penalised for making a complaint in good faith;
- Keep a written record, for at least three years, of all complaints, the action taken and at what stage they were resolved;
- Review regularly at senior management level the written record of complaints and their outcomes;
- Keep confidential all records relating to individual complaints;
- A record of formal complaints and their outcomes is kept by HYDE in electronic copy, regardless of whether they were upheld.

Complaints Procedure

Stage 1: Informal Stage

It is hoped that most concerns or complaints can be resolved informally. A concern or complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf of a complainant, as long as they have appropriate consent to do so. Concerns should be raised with the relevant HYDE staff member who will:

- Keep a record of the complaint and any action taken;
- Respond to all complaints or concerns within 24 hours;
- Investigate the concern or complaint;
- Report back to the complainant within 2 working days.

If the issue remains unresolved, the next step is to make a formal complaint.

Stage 2: Formal Stage

If the complainant is not satisfied with how the complaint has been handled, they can make a formal complaint. This should be sent in writing to info@hydeglobaleducation.com
They will:

- Keep a record of the complaint and any action taken;
- Respond initially to the complainant within 24 hours;
- Investigate the concern or complaint – this may take some time but in any event they will keep the complainant informed of progress made;
- Report back to the complainant formally in writing no later than 28 working days.

If the issue remains unresolved, the next step is to refer the matter to AEGIS.

Stage 3: Panel

If complainants are not satisfied with the outcome as decided by HYDE, they can contact AEGIS to report their concerns if they wish to do so. Relevant contact details are set out below:

Yasemin Wigglesworth - Executive Officer
AEGIS
The Wheelhouse
Bond's Mill Estate
Bristol Road
Stonehouse
Gloucestershire
GL10 3RF

E-mail: info@aegisuk.net
Telephone: +44 (0) 1453 821293

A complaints panel comprising three people, one of whom will act as chair, will be appointed by the trustees to hear the grievance. The panel will be made up of independent and impartial arbiters. In cases where it is deemed necessary, an interpreter may be in attendance. The decision of the panel will be final. AEGIS will keep a written record of the complaint and action taken, regardless of whether the complaint was upheld or not. A written report of the findings, along with any recommendations, will be made available to the complainant and, where appropriate, the person who has been complained about.

Stage 4

Should the decision of the complaints panel at Stage 3 fail to settle the grievance, the complainant has the right to pursue the grievance through the courts.

This policy was updated in July 2026 by Hyde Global Education.