



Complaints Policy

APRIL WELL LIMITED — Company No. 11924473

Registered office: Unit 39c St Olavs Court Business Center, Lower Road, London, England, SE16 2XB

Director / Legal Representative: Xiaoying Chi

Designated Safeguarding Lead (DSL): Xiaoying Chi

(Deputy DSL: n/a – temporarily covered by the DSL)

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This policy is publicly available. It may be shared with parents, agents, partner schools and inspectors on request.

Document Control

Title: Complaints Policy

Owner: Xiaoying Chi, Director / DSL

Approved by: Xiaoying Chi

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Distribution: Company website; Student/Parent Handbooks; provided to schools and inspectors on request.

This document is reviewed annually in December and whenever statutory guidance or AEGIS Standards change.

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Policy Statement

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

At April Well Limited we:

- take all concerns and complaints seriously;
- make every effort to deal with concerns or complaints informally and at an early stage;
- aim to resolve all complaints within 28 working days of the complaint being received. Timeframes are detailed at each stage of this policy; however, under circumstances in which the complaints are unusually complex or complicated, timeframes may be extended in order to complete a thorough investigation;
- ensure that complaints are dealt with in line with the procedures set out in this document;
- make reasonable adjustments for complainants who need support, such as accessible formats or meeting locations;
- make a copy of this policy and procedures available on our website at <https://aprilwell.co.uk/policy>;
- ensure that complaints are resolved either to the complainant's satisfaction or with an otherwise appropriate outcome;
- ensure that, where appropriate, a full and fair investigation of the issue is undertaken;
- ensure that no one, including students, is 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; and
- keep confidential all records relating to individual complaints.

A record of formal complaints and their outcomes is kept by the Director (who also acts as Designated Safeguarding Lead) in secure 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.

In the first instance, concerns should normally be raised with the relevant April Well Limited staff member. They will:

- keep a brief record of the concern or complaint and any action taken;
- acknowledge and respond to the complainant within 24 hours (Monday to Friday, UK time);
- investigate the concern or complaint; and
- report back to the complainant within 5 working days, either with a resolution or with an explanation of next steps.

If the issue remains unresolved, or if the complainant does not feel comfortable raising the matter informally, the next step is to make a formal complaint under Stage 2.

Stage 2: Formal Stage

If the complainant is not satisfied with how the complaint has been handled at Stage 1, or if they prefer to raise the matter formally from the outset, they can make a formal complaint.

Formal complaints should be sent in writing (by email or letter) to the Director:

Director: Xiaoying Chi

Email: info@aprilwell.co.uk

Postal address: April Well Limited, Unit 39c, St Olavs Court Business Center, Lower Road, London, SE16 2XB

The Director will:

- keep a record of the complaint and any action taken;
- acknowledge receipt of the complaint within 24 hours (Monday to Friday, UK time);
- investigate the concern or complaint – this may take some time, but in any event the complainant will be kept informed of progress;
- report back to the complainant formally in writing no later than 28 working days from receipt of the formal complaint (unless the case is unusually complex and a longer timescale is agreed with the complainant).

If the complaint is about the Director, or if the complainant does not feel able to raise the matter with the Director, they may proceed directly to Stage 3 and refer the matter to AEGIS.

Stage 3: Referral of the matter to AEGIS

If complainants are not satisfied with the outcome as decided by April Well Limited at stage 2, 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 Association for the Education and Guardianship of International Students (AEGIS)
The Wheelhouse,
Bond's Mill Estate,
Bristol Road,
Stonehouse,
Gloucestershire,
GL10 3RF
+44 (0) 1453 821293
www.aegisuk.net

Repetitious, Vexatious and Unreasonable Complaints

In rare cases, we may deviate from our usual Complaints procedure (as outlined above). This includes:

Repetitious Complaints

If a complaint has already been fully addressed and a clear response provided, the complainant will be informed in writing that the process is complete, and no further engagement will occur.

Vexatious Complaints

A complaint may be deemed vexatious if it is:

- Persistent, obsessive, or harassing
- Unrealistic or unreasonable in its demands
- Designed to cause disruption or annoyance

Examples include refusing to co-operate, changing the complaint repeatedly, making excessive demands, or spreading false information. In such cases, further engagement may be refused.

Unreasonable Conduct

If a complainant behaves in an aggressive, abusive, offensive, or threatening manner, the following actions may be taken:

- Inform the complainant that their pursuit of the complaint is unreasonable and request that they stop.
- Handle the complaint without a hearing.
- Refuse to consider the complaint further.

Additionally, contact may be restricted, such as limiting communication to letters or a named person. If their behaviour poses a serious threat, the police may be involved, or legal action may be taken without prior warning.

Review

We are committed to reviewing our policy and good practice annually.

This policy was last reviewed on: 04/12/2025

Signed: 

Name: Xiaoying Chi

Role: Director and Designated Safeguarding Lead (DSL)

Date: 04/12/2025