



Complaints re Education Agents

We appoint education agents under a formal **Agent Agreement** and in accordance with the **Agency Quality Framework (AQF)**. All agents are required to act ethically, professionally and in the best interests of students and families, and to comply with the **National Code of Ethical Practice**.

If you are a parent or guardian and believe an education agent has not met these obligations, you may lodge a complaint using the process below.

Who This Applies To

This procedure is available to **prospective parents or guardians** who used an education agent in connection with an enquiry or application to our school.

How to Lodge a Complaint

Complaints must be made **in writing** to allow proper assessment.

Please include:

- Your name and contact details
- Your child's name (if applicable)
- The name of the education agent or agency
- Details of the conduct or issue of concern, including relevant dates
- Copies of any supporting documents or correspondence (if available)

Complaints may be submitted via:

- **Email:** registration@ardingly.com
- **Post:** Ardingly College, College Road, Haywards Heat, West Sussex RH17 6SQ

Assessment Process

All complaints are treated seriously and managed confidentially. In line with our **Agent Governance and AQF commitments**, we will:

- Acknowledge receipt within **5 business days**
- Review the complaint against the agent's contractual obligations and the **National Code of Ethical Practice**
- Seek additional information where required
- Assess whether the matter constitutes a breach of expected standards

Outcome

You will be advised in writing of the outcome once the review is finalised. Where appropriate, actions may include:

- Clarification or guidance to the agent
- Corrective or remedial action
- Increased monitoring or conditions
- Suspension or termination of the agent's appointment

While we cannot intervene in private commercial disputes between parents and agents, all complaints inform our ongoing monitoring, risk management and quality assurance processes.

No Disadvantage

Lodging a complaint will **not disadvantage** your child's enquiry or application to the school.