



Host Family Stay

COMPLAINT FORM

Given Name(s)

Middle Name

City

Gender

Home Phone Number

Complaints Policy

In line with British Council
guidelines

JAN 2022

Presented by

HostFamilyStay Team

Host Family Stay Complaints Policy

Host Family Stay is committed to providing an efficient and reliable service for its many clients. In order to achieve this, Host Family Stay keeps up-to-date with technology and employs well trained, dedicated staff.

All complaints are taken very seriously by Host Family Stay. As soon as an issue is raised it is recorded and investigated. We do not differentiate between guests and hosts, everyone is treated equally.

It is the policy of Host Family Stay that all complaints are taken seriously and are dealt with in a uniform way and that the client receives an acknowledgment from the recipient of the complaint within 1 to 2 working days. A proposed resolution to the complaint should be issued to the client within 5 to 7 working days.

All parties involved will be contacted individually and information collected will be treated in strict confidence.

Time is taken to listen to all parties involved we will then look at the situation to resolve the matter as quickly as possible.

We will collect as much detailed information as possible and find out what the client would like us to do.

If for any reason there is an unavoidable delay in issuing a response to the complaint the client must be informed and a new deadline issued/agreed. All complaints will be dealt with by the Host Family Stay Team and a designated person will be allocated providing a definite point of contact. All clients can contact this designated person if they have any questions or queries, or if they wish to enquire about the progress of a complaint. The Host Family Stay Team are available during office hours 9:00am to 5.30pm Monday – Friday (excluding bank holidays) by telephone on +44 (0)207 112 5129 or email admin@hostfamilystay.com

Should any client be dissatisfied with the handling of a complaint at any time, they should inform their designated person who can determine the most appropriate action. If you are dissatisfied having followed all the stages of the above, please write to:

**Operations Manager
Host Family Stay
Suite 41, Network Business Centre
329-339 Putney Bridge Road
London SW15 2PG**

Should you have any comments or feedback we would welcome them. Please send these to the Host Family Stay Team at the address above.



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