

## **SOAS Educational Advisor and Agent Complaints Policy**

SOAS is committed to maintaining high standards in its partnerships with educational advisors and agents. To uphold the integrity of our recruitment process and ensure the welfare of prospective students, we have established a clear procedure for addressing complaints related to the conduct or services provided by our educational advisors and agents.

SOAS adheres to the principles of the UK Agent Quality Framework (AQF), a commitment to ethical, professional, and effective practices in collaboration with educational advisors and agents. The AQF underpins our approach to agent training, accountability, and quality assurance. However, we understand that there may be instances where students have concerns or wish to raise questions about the recruitment partner who assisted them during their application journey. Similarly, applicants, offer holders, and parents may occasionally feel dissatisfied with their experience or believe that the information provided was inadequate or misleading. In such cases, the following process and procedure is encouraged to be used to address respective concerns.

### **1. Scope**

This policy applies to all prospective and current students who have engaged with SOAS's contracted educational advisors or agents (and their respective sub-agents) during their application process. Complaints may pertain to:

- Provision of incorrect or misleading information.
- Unsatisfactory level of service.
- Unprofessional behavior by the advisor or agent.
- Misrepresentation regarding scholarships or funding opportunities.

### **2. Complaint Submission Process**

#### **How to Submit:**

- Complaints should be submitted by completing [this online form](#)
- Include detailed information and any supporting evidence related to the complaint.

**Acknowledgment:**

- SOAS will acknowledge receipt of the complaint within five working days.

**3. Complaint Assessment and Resolution**

**Preliminary Assessment:**

- The International Recruitment Team will conduct an initial review to determine if a full investigation is warranted.

**Investigation:**

- If proceeding, both the complainant and the agent will be invited to provide further information.
- The team will assess all information to determine the validity of the complaint.

**Outcome:**

- SOAS aims to resolve complaints within 25 working days.
- Possible outcomes include:
  - Mandatory training for the agent.
  - Issuance of a formal warning.
  - Termination of the contract with the agent.
- The agent will not be remunerated in accordance with their contract.

**Notification:**

- Both the complainant and the agent will be informed of the outcome and any actions taken.

**4. Commitment to the Agent Quality Framework (AQF)**

As part of SOAS's commitment to the AQF, we ensure that all agents representing the institution are trained to uphold professional standards and align with SOAS's values and expectations. This includes regular monitoring and evaluation of agent performance to ensure compliance with AQF principles.

## **5. Confidentiality and Data Protection**

All complaints will be handled confidentially, in accordance with data protection regulations. Information will only be shared with individuals directly involved in the investigation and resolution of the complaint.

## **6. Monitoring and Review**

SOAS will regularly review this policy to ensure its effectiveness and alignment with best practices. Feedback from stakeholders will be considered in future revisions.

## **7. Contact Information**

For any queries related to this policy or the complaint process, please contact:

International Recruitment Team

SOAS University of London

Email: [agents@soas.ac.uk](mailto:agents@soas.ac.uk)