

Classroom Teachers Complaints Handling Policy

We are committed to providing a high-quality service to all our clients and candidates. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint.

What will happen next?

1. We will send you a letter/email acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to one of our directors, who will review your matter file and speak to the member of staff who acted for you.
3. You may be invited to a meeting to discuss and hopefully resolve your complaint. We will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, the director will write to you to confirm what took place and any solutions s/he has agreed with you.
5. If you do not want a meeting or it is not possible, the director will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will pass this to our Chairman to resolve. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.