

Complaints Policy

Despite our stringent quality procedures, occasionally difficult or sensitive issues arise. As we continually seek to improve our service, any comment you make is important to us.

If you feel you have a complaint, you should first approach your consultant in the first instance so that we can try to resolve your complaint informally. They must inform the relevant Team Manager. S/he will supervise the investigation of the complaint. We aim to resolve issues within 48 hours wherever possible.

If the situation is not resolved by the consultant or Team Manager, the complaint will be passed to the Compliance Manager who will acknowledge the complaint in writing within 48 hours.

The Compliance Manager will follow up the complaint with the personnel involved and ensure a written response is sent within 5 working days.

If the situation is not resolved by the consultant, the complaint will be passed to the Director who will acknowledge the complaint in writing within 48 hours.

The Director will follow up the complaint with the personnel involved and ensure a written response is sent within 5 working days.

If you do not wish to meet personally (or if it is not possible to meet personally) with your consultant/Team Manager to resolve your complaint, your consultant/Team Manager will send you a detailed reply to your complaint. This will include his/her suggestions for resolving the matter. S/he will do this within 48 hours of completing his/her investigation.

If you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business Innovation and Skills or the REC, the industry trade association, of which we are a member by writing to the Consultancy and Compliance Team, on the details below:

Employment Agency Standards Inspectorate
Old Admiralty Building, Admiralty Place, London, SW1A 2DY eas@businessandtrade.gov.uk
020 4566 5333

REC, 20 Queen Elizabeth Street, London, SE1 2LS.
info@rec.uk.com
020 7009 2100



If we must change any of the time scales above, we will let you know and explain why.

NOTE: In any event, we will comply with any statutory procedures that may relate to your complaint.

Allegations about a worker regarding child protection and safety are taken very seriously.

When such an allegation is made, the Team Manager immediately alerts senior managers by telephone.

We will acknowledge your complaint within 48 hours, and the temporary worker will be suspended (Without pay) from any further bookings with Qualiteach Education Group Ltd. until the outcome of the investigation is known.

If the allegation becomes a Child Protection Referral (CPR) we will liaise between the school and worker involved, and designated personnel from the Local Authority.

Qualiteach Education Group Ltd. has a duty to report cases of serious misconduct relating to child protection to the Independent Safeguarding Authority in accordance with the LSA's specific referral guidance criteria and referral process.

If the allegation is not a CPR, we will work with your school to investigate what happened. After a thorough risk assessment, we will decide whether to offer further work to that temporary worker. Confirmation of any action taken will be provided in writing to the client.

Complaints about a worker regarding poor work practice are discussed with the temporary worker. If appropriate, we will advise the temporary worker of resources for training and professional development.

The number and regularity of these complaints are recorded for each worker on our database system and are monitored by the Compliance Manager. If the worker has several complaints made against him/her, managers will decide whether to continue to offer work to that worker and inform him/her of the decision

