

Complaints Procedure

In spite of 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 of all approach your consultant who must inform the Branch 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 Branch Manager, **a candidate's complaint** will be passed to the Quality Manager who will acknowledge the complaint in writing within 48 hours. The QM will follow up the complaint with the personnel involved and ensure a written response is sent to the candidate within 5 working days.

If the situation is not resolved by the consultant, **a client's complaint** will be passed to the Operations Director who will acknowledge the complaint in writing within 48 hours. The OD will follow up the complaint with the personnel involved and ensure a written response is sent to the candidate within 5 working days.

If you do not wish to meet personally (or if it is not possible to meet personally) with your consultant / Branch Manager to resolve your complaint, your consultant / Branch 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.

Allegations about a worker regarding child protection and safety are taken very seriously. When such an allegation is made, the Branch 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 Protocol Education 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. Protocol Education has a duty to report cases of serious misconduct relating to child protection to the Independent Safeguarding Authority in accordance with the ISA'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 each week by the Quality Manager.

If the worker has a number of complaints made against him/her, managers will decide whether to continue to offer work to that worker and inform him/her of the decision.

We are required by the REC 'Code of Professional Practice' to inform you that if you feel you have a genuine complaint against Protocol Education, and our normal Complaints Procedure has not been effective in finding a satisfactory solution for you, you can take your case to the REC who will investigate the problem on your behalf in an unbiased and fair manner.

You can contact them at:

Consultancy and Compliance Department REC Dorset House First Floor, 27 - 45 Stamford Street London SE1 9NT	T: 020 7009 2100 W: www.rec.uk.com E: info@rec.uk.com
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