

## Complaint Policy

Protocol Education is committed to providing a quality service to schools and agency workers and achieving the highest standards of service. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers. We welcome comments about the services we provide and this information is used to monitor our performance and where necessary make improvements.

A complaint may arise if:

- we have made a mistake
- we have failed to do something we should have done
- we have acted unfairly or unreasonably
- we have acted unlawfully

How do people make a complaint?

Any clear expression of dissatisfaction with our service which calls for a response is classed as a complaint. Where possible complaints should be made in writing (by e-mail or letter). The complaint should be addressed to the Branch Manager. If the complaint is regarding a Branch Manager or the Branch Manager is unable to resolve your complaint, then correspondence should be addressed to the Regional Manager for that branch on the following email address:

[Complaints@Protocol-Education.com](mailto:Complaints@Protocol-Education.com)

### Resolving Complaints

In many cases a complaint can be resolved informally via a telephone call. If the complaint cannot be resolved informally then the formal procedures below will be followed.

## **General Complaints**

- All complaints should be investigated with the relevant consultant and Branch Manager
- All managers must inform Head Office of all complaints for review as part of our quality framework.
- Where possible a complaint must be dealt with in 48 hours and at maximum within 7 working days.
- If it is not possible to give a full reply within this time - for instance, because a detailed investigation is required – an interim response will be sent (or confirmed verbally) explaining what is being done to deal with the complaint, when they expect the full reply and from whom.
- Second follow up complaint replies should include details of who to contact next if it is believed that the complaint has not been dealt with properly.
- If a complaint remains unresolved, please refer to **[ComplianceManager@SupportingEducation.com](mailto:ComplianceManager@SupportingEducation.com)**

## **Complaints regarding Agency Workers Performance, Conduct or Behaviour**

It is essential that any allegation or complaint made against a Teaching Personnel agency worker is dealt with fairly, quickly and consistently in a way that provides effective protection for children and at the same time supporting the person who is the subject of the allegation or complaint. All complaints regarding agency workers performance, conduct or behaviour should be dealt with as per our procedures for dealing with allegations in relation to agency workers.

### **How will complaints be dealt with?**

- All complaints will be dealt with promptly, politely and, where appropriate, informally

- Our intention is always to respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc
- We will endeavour to learn from complaints and use them to improve our service. Complaints about Data (GDPR) The Data Complaints Procedure should be followed If a data Subject (candidate) has a complaint related to the processing of personal data, our handling of requests from data subjects and appeals from data subjects on how data complaints have been handled. The Data Protection Officer, Data Complaints contact information and related Privacy Notice information is available on our website

<https://www.protocol-education.com/privacy-policy>

## **Policy review**

The Compliance Manager will keep Protocol Education's Complaint Policy under annual review and/or if there have been any relevant legislative changes. Protocol Education is a member of the Recruitment and Employment Confederation (REC). If you feel that you have a genuine complaint against Teaching Personnel and our normal complaints procedure has not been effective in finding a satisfactory solution for you, please contact the REC who will investigate your case.