

Customer Complaints Policy and Procedure

1.0 Customer Complaints Policy - Purpose

- 1.1 justteachers Limited is committed to providing a high level service to our clients and customers. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.
- 1.2 This procedure does not apply to safeguarding allegations (which will be dealt with by the Safeguarding Lead or SMT).

2.0 Complaints Procedure

- 2.1 If you have a complaint, please contact the Manager of your local branch by phone in the first instance so that we can try to resolve your complaint informally. Branch contact details are available on our [website](#)
- 2.2 At this stage, if you are not satisfied please contact Shelagh Smith (Commercial Director) by phone 01756 706644, or by [email](#).

Next Steps

- 1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 2 working days of us receiving your complaint.
- 2. We will record your complaint in our central register within a day of having received it.
- 3. We will respond to your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our response letter within 5 days of your reply.
- 4. We will then start to investigate your complaint. This will normally involve the following steps:
 - a) We may ask the member of staff who dealt with you to provide their response to your complaint within 5 days of our request;
 - b) We will then examine the member of staff's reply and the information you have provided for us. If necessary we may ask you to speak to them. This will take up to 5 days from receiving their reply.
- 5. The Commercial Director will then invite you to meet her to discuss and hopefully resolve your complaint. She will do this within 5 days of the end of our investigation.
- 6. Within 2 days of the meeting the Commercial Director will write to you to confirm what took place and any solutions she has agreed with you.

7. If you do not want a meeting or it is not possible, the Commercial Director will send you a detailed reply to your complaint. This will include her suggestions for resolving the matter. She will do this within 5 days of completing her investigation.
8. At this stage, if you are still not satisfied, you can write to Caroline Cafferty, Managing Director of Just Teachers Limited, who will respond to you within 10 working days.
9. We will let you know the outcome of this review within 5 days of the end of the review. We will write to you confirming our final position on your complaint and explaining our reasons.
10. If you are still not satisfied, you can write to the Employment Agencies Standards Inspectorate at the Department for Business Innovation and Skills or to the REC, our industry trade association of which we are a member, marked for the attention of the Consultancy and Compliance Team, REC, Dorset House, 1st Floor, 27 – 45 Stamford Street, London, SE1 9NT.

If we have to 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.