



Company Name:	EdStaff Limited ("the Company")
Policy Name:	Complaints Policy and Procedure
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Version:	1

Complaints Policy

EdStaff is committed to providing a high level service to our 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.

Complaints Procedure

If you have a complaint, please contact your consultant by phone 01925 295810 in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied please contact the Office Manager. You can write to him/her at: 10 High Street, Newton-le-Willows, WA12 9SN.

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 5 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 acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 5 days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps;
 - We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request;
 - 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 4 days from receiving their reply.

5. The Office Manager will then invite you to meet him/her to discuss and hopefully resolve your complaint. He will do this within 5 days of the end of our investigation.
6. Within 2 days of the meeting the Office Manager will write to you to confirm what took place and any solutions he has agreed with you.
 - If you do not want a meeting or it is not possible, the Office 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 5 days of completing his/her investigation.

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.

Allegations regarding a temporary worker regarding child protection

Edstaff takes every reasonable precaution to ensure that teachers & support staff deployed to client schools maintain the highest standards of professional and personal conduct.

- Our rigorous vetting procedures will ensure that teachers who are found to have a history of unacceptable conduct will not be offered a place on our register.
- Our continuous and active monitoring through our evaluation system will bring to light any difficulties the teacher may be experiencing thus enabling us to step in and pre-empt potential problems.
- At interview all teachers are issued with guidelines as detailed in our Terms and Conditions.
- We also question teachers regarding acceptable behaviour at interview.

It is inevitable that occasionally things go wrong due to the vulnerable position that supply teachers often find themselves in, then we have an “incident” on our hands. We will investigate regardless of the nature of the incident /complaint. We record the details of any incident / complaint against a teacher together with a detailed account of all actions taken in the course of any investigation.

Minor incidents or complaints:

- The majority of incidents /complaints can be dealt with informally over the phone. The school or supply teacher will inform an Edstaff Consultant of the nature of the incident / complaint and we will investigate with all parties and take appropriate action. The Consultant will then inform all parties of the outcome of the incident / complaint and how it has been resolved.
- We will then record details of the incident / complaint and place a copy in the supply teacher’s file.

Major incidents /complaints:

The allegation could be:

- Physical assault (A teacher may be alleged to have pushed a child etc.)
- A verbal offence (e.g. inappropriate language used in front of a child)
- Discrimination (e.g. race, colour, sex, religion)

Following a serious incident / complaint, we would inform the School of our procedures. If the incident is considered serious enough to warrant further investigation we will adopt the following procedure;

1. Enquire whether :

- The school wishes to suspend or terminate the teacher's services
- The school will keep the teacher on pending investigation
- A replacement teacher will be required.

2. Inform the school that:

- We will conduct our own investigation by interviewing the teacher in question
- We request written statements from anyone involved outlining the nature of the incident, any witnesses etc.
- We would then record the response of the teacher in question and report our findings back to the school.

3. Following receipt of the written reports from the school we would contact the teacher and ask him/ her to attend a meeting to discuss the matter at our office.

4. We inform the school of the steps we have taken.

5. We arrange a meeting for the teacher during which we:

- State this is not to be regarded as a disciplinary procedure, merely an investigation of a formal allegation we have received from the school.
- The details of the allegation are presented to the teacher (with permission from the school) and the teacher is invited to comment.
- The teacher's comments are read back to the teacher for confirmation that we have noted the responses correctly.

If the teacher accepts responsibility for his/ her actions and expresses regret for the lapse, we give advice as to the dangers of laying him/ herself open to allegation. We also draw their attention to our Terms and Conditions they signed at initial registration. In most cases the teacher will take the advice on board and use it as a learning experience.

If a teacher denied the allegations we will make a note of this to report back to the school. We advise that the school may or may not wish to pursue matters and that we will keep him/ her fully informed of further developments.

6. We then inform the school of the outcome of the investigation. The school is advised that if the matter cannot be resolved, and that the seriousness of the allegation warrants further action, to adopt whatever measures would normally come into force, under the guidance of the Authority.

7. We are guided by the Authority depending on the outcome of the investigation, with regard to future deployment of the teacher.

- Edstaff have a duty to report cases of misconduct to the Secretary of State and the DBS where appropriate. We would write a report following the investigation and submit any supporting documents.

- Edstaff believe it is important for complaints and incidents to be dealt with promptly and fairly. We would try and ensure continuity with the same Consultant dealing with the incident until resolved.

Following the investigation of any complaint or incident, if you are unhappy as to how EdStaff Ltd have dealt with your complaint, you can write to the REC, our 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.