

## **Complaints Policy and Procedure**

The Company aims to meet the needs of the teaching professionals, pupils and schools which it delivers a service to. A complaint against a worker may arise if there are allegations of:

- Child protection;
- A school's published values not being adhered to;
- Unprofessional conduct;
- A risk to health and safety;
- A criminal offence

A complaint against a school by a teacher/TA may arise if there are allegations of:

- Unprofessional conduct by members of senior staff;
- Contract/placement arrangements not being adhered to;
- A risk to health and safety

All complaints will initially be dealt with by the Consultant linked to the particular teacher/TA/school/LEA. The Compliance Team and Compliance Director will be made aware of any serious complaints, including Child Protection, H&S or of a criminal nature and will ensure a smooth and swift process is followed.

### **Complaints Against a Worker**

If you have a complaint, please contact the Recruiter by telephone in the first instance so that we can attempt to resolve your complaint.

Where possible the Consultant will aim to:

- Speak directly or meet with representatives of the school
- Meet with representatives of the LEA or Social Services
- Take notes of the allegations
- Advise the Teacher/TA of the nature of the Complaint within 3 working days
- Conduct a fact finding interview with the Teacher/TA within 5 working days (if the allegation is deemed to be of a serious nature i.e. Child Protection, H&S or of a criminal nature, the Teacher/TA may be accompanied by a fellow colleague or a trade union representative)
- The Teacher/TA will be given the opportunity to respond to the complaint or allegation and may provide the Company with a written statement.
- Complete the process within 10 working days (unless additional investigation or action by a professional or regulatory body is involved, in which case the Company will make best endeavours to resolve the complaint as soon as possible thereafter).

The Consultant will usually complete an investigation report including any recommendations and communicate this to the Teacher/TA and complainant as appropriate.

**Any action or recommendation may include:**

- A letter to the complainant in support of the worker
- Arranging a mediation meeting between the worker and the complainant if both are willing
- The conveying of an apology to the complainant
- Arranging a lesson observation/work shadowing
- A note on the worker's file on the Company's internal database for future reference
- Placing a worker 'on stop' pending investigation
- Termination of the workers contact
- Reporting the worker to the police
- Reporting the worker to the Disclosure Barring Service and Local Education Authority.

In all aspects of Child protection the Company is obliged to act in accordance with the Local Safeguarding Children Board (LSCB) procedures with particular reference to sections 4 and 6, and also in line with the Independent Safeguarding Authority referral policy. The Disclosure and Barring Service will be able to provide further information on the DBS referral policy [www.gov.uk](http://www.gov.uk)

Child protection is a generic term encompassing all ill treatment of children including serious physical and sexual assaults as well as cases where the standard of care does not adequately support the child's health or development.

**A Complaint About a School**

All complaints should be made within 24 hours of any incident or unacceptable experience by the worker that they wish to raise and should be made in writing to the Consultant linked to the school.

The Consultant will aim to:

- Inform the Head Teacher of the school regarding nature of the complaint within 3 working days.
- Take notes of the allegations and forward as much information as possible to the Head Teacher (or their representative) to ensure they have all the relevant details so they can look into any incident or allegation
- The consultant will take relay any communication from the school to the worker.

Any subsequent measures may include:

- The conveying of an apology from the school
- The recognition of contract or placement arrangements
- A formal complaint to the chair of governors
- The removal of the school from the company's client list.

At all times the Company is mindful of meeting its statutory and mandatory obligations in all matters of employment law.

## Complaints about Academics

### **Complaints Policy**

The Company aims to meet the needs of the teaching professionals, pupils and schools which it delivers a service to. If you are unhappy with the service we have provided, we welcome your feedback to ensure we can improve our standards. Continuous improvement is an ongoing effort to improve the quality of our service and improve our processes.

### **Complaints Procedure**

If you have a complaint, please contact our Head Office by email on [complaints@academicsltd.co.uk](mailto:complaints@academicsltd.co.uk) where we will attempt to resolve your complaint informally. Please provide as much detail regarding the nature of your complaint as necessary.

If however you are not satisfied, the Company will appoint an Investigation Officer to consider your complaint further.

Next steps:

1. We will aim to respond to your email within 3 working days of receipt, to acknowledge your complaint and confirm the name of the Investigation Officer. The Company may request you provide further details or evidence where required.
2. We will record your complaint on our central register within 1 working day of receipt.
3. An investigation will commence and will normally involve the following steps:
  - Advising any employee(s) if the nature of the complaint, if considered applicable and appropriate
  - Contacting any employee(s) or manager(s) cited in your complaint to provide an explanation of events and request any additional information required.
  - Reviewing any relevant documentation
  - We may ask the member of staff who originally dealt with your complaint to provide additional information if required
  - The process should ideally take no longer than 10 working days (unless additional investigation or action by a professional or regulatory body is involved, in which case we will make best endeavours to resolve the complaint as soon as possible thereafter)
4. You will receive a response to your complaint from the Investigating Officer and may include any suggestions for resolving the matter.

If you are still not satisfied, you can write to our trade association the **REC**: Mark it for the attention of the Customer Engagement Team, REC, 20 Queen Elizabeth Street, London, SE1 2LS.



If we have to change any of the timescales 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.**

### **Serial or Unreasonable Complaints**

The Company is committed to dealing with complaints fairly and impartially. We will not normally limit the contact complainants have with the Company. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect our people, including any conduct which is deemed as offensive, threatening or unreasonable.

For more details, please see the Serial or Unreasonable Complaints Policy. This is available upon request.