



COMPLAINTS FORM:

It is not common for the agency to have a complaint, but it does of course occur. It is our responsibility to deal with it promptly whatever it is. If the agency does not satisfactorily resolve a complaint then we do offer 3rd party arbitration though a mutually-acceptable arbiter, usually the local employment service. The REC will always provide such arbitration too. In any event, this agency agrees to abide by such a decision in the event any issue remains unsettled.

In general terms our policy for dealing with complaints is that a complainant should not have their time wasted in completing lengthy forms. We therefore try to deal with matters quickly and over the phone. But we still need a little information and provide a simple form to gather it.

Our standard form may be used for any of the following:

- A complaint by a client about a teacher or non-academic supply staff
- A complaint by a client about our office staff or a consultant
- A complaint by a teacher about a school
- A complaint by a teacher about our office staff or a consultant

For that reason the complainant should fill in what parts of the form are relevant and then press the SUBMIT FORM button.

Complainant's name	
Complainant's position	
Complainant's email address	
Complainant's contact number	
Preferred time & day to receive a call	
Do health & safety issues make this urgent?	
Person or persons named in complaint	
Details of their location and role	
Day, time and place of the key incident	
Details in brief	
The solution you would suggest	
LEAVE BLANK for OFFICE USE	
Date and time complaint received	
Agency's complaint reference number	
Date and time complaint resolved	
Resolution in brief	
Manager signing off resolution	