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| Company Name: | Three R's Teacher Recruitment |
| Model Policy No. | 19 |
| Model Policy Name: | MODEL COMPLAINTS POLICY AND PROCEDURE INCLUDING AWR FORMAL REQUESTS FOR INFORMATION FROM AN AGENCY WORKER |
| Date: | 2024 |

Complaints Policy

Three R's Teacher Recruitment 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 Nicki Curry, Education Manager, by phone 0345 130 3338 in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied please contact Rebecca Parkhouse. You can write to her at:

8 Highpoint Business Village, Henwood, Ashford, Kent, TN24 8DH

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 securely 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.

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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. Rebecca Parkhouse 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 Rebecca Parkhouse will write to you to confirm what took place and any solutions she has agreed with you.

If you do not want a meeting or it is not possible, Rebecca Parkhouse 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.
7. At this stage, if you are still not satisfied 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, 20 Queen Elizabeth Street, London SE1 2LS.

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.

AWR FORMAL REQUESTS FOR INFORMATION FROM AN AGENCY WORKER

If you believe you have not received equal treatment rights, you can request a written statement from us about your treatment once you have completed the 12-week qualifying period.

Once Three R's has received your request we will respond within 28 days. The response will include:

- a) Relevant information relating to the basic working and employment conditions of the workers of the hirer.
- b) The factors the temporary work agency considered when determining the basic working and employment conditions which applied to the agency worker at the time they allegedly did not receive the equal treatment they claimed they were entitled to receive.
- c) Relevant information which explains the basis on which the client's comparable employee was identified and the relevant terms and conditions applicable to that employee.