



Complaints Policy

Version Number	V2
Date V1 issued	November 2016
Last reviewed	November 2017
Next Review Date	November 2018
Scope	Company Wide

The Education Network have robust and tested measures and methods to monitor client and candidate satisfaction, supported by a Complaints, Issues and Escalation Process. These form part of our overall approach to quality.

- Monitoring Client satisfaction with schools/colleges in the provisions of staff
- Monitoring Client satisfaction with staff supplied to schools/colleges
- Other measures that monitor our service - external scrutiny
- Measuring contract performance
- Complaints, Issues and Escalation

Complaints, Issues and Escalation:

The Education Network operates a thorough and robust complaints system with formal escalation procedures in the rare event of non-resolution. Complaints and issues are logged and reviewed regularly and formally by Senior Managers. This measure and overall system allows us to monitor carefully the complaints and issues that arise and to take appropriate and long lasting measures to avoid repetition of the problems.

Tackling Complaints:

We aim to achieve the highest standard of service provision. We recognise that there may, on occasion, be problems relating to the services offered. It is important to us that our clients have



confidence in our ability to deal with and resolve any such problems in a clear and concise fashion. All complaints, even of a seemingly minor nature, will be dealt with seriously and promptly. The following guidelines are followed: -

Complaints

Step 1

The local Manager will assume responsibility for dealing with the initial complaint.

Step 2

The problem/complaint is recorded on our in-house secure database, outlining the nature of the problem and the date and time received, together with the name of the person who called the complaint in. Problems/complaints will be classed as informal at this initial stage.

Step 3

The Branch Manager will attempt to resolve the complaint as soon as possible and informally in the first instance.

Step 4

Where issues cannot be resolved immediately, a suitable call back time is agreed (our target to resolve issues is within 24 hours). Regular updates to the Client are provided at agreed call-back times.

Step 5

At the point of resolution, the Client will receive an email confirmation of action taken.

Step 6

A monthly report of any problems/issues is passed to the Senior Manager for his/her comments. Main concerns that are highlighted are addressed with the account team in order to prevent any future re-occurrence.

Tracking Complaints:

We have introduced on-line Complaints and Issues tracking system, which allows the relevant staff secure access to view complaints, attach documents, update with new information and change the status of complaints logged with their department. It has been developed in line with our existing



policies and procedures and provides an innovative way to monitor any complaints being dealt with at any point of time and relevant Management Information (MI) for annual reviews.

Escalation:

Where resolution cannot be achieved within agreed time-scales, for reasons outside of company control, call-back times will be agreed to keep the client informed of progress.

Issues unresolved after 1 week/not resolved to the satisfaction of the client:

The Branch Manager will inform the Senior Manager, who will take responsibility for onward management of the issue. This will then be classed as "formal".

Where the Senior Manager cannot resolve an issue to the satisfaction of the client (although rare), the Senior Manager will inform the Director/Managing Director and the Safeguarding and Quality Manager who will take responsibility for onward management and resolution of the problem.

Review Procedures:

The Senior Management Team reviews any problems/complaints in order to monitor and improve our service level to our clients. Where a formal complaint is raised by a client, the Safeguarding and Quality Manager will liaise with the client to review the complaint in light of any Framework or Contract requirements. Any incidents of a very serious nature are automatically passed to the Senior Management team.