

# Complaints Policy Statement

**Designated Safeguarding Office:** Bonita Corless  
**Designated Safeguarding Officer Contact details:** 020 3773 6005  
**Date:** November 2021

This policy will be reviewed every 12 months. **Review Date:** November 2022

In spite of our stringent quality procedures, occasionally difficult or sensitive issues arise. As we continually seek to improve our service, any comment you make is important to us.

If you feel you have a complaint, you should first of all approach your consultant who must inform the Recruitment Team Manager.

Inspiring Teaching is committed to providing a high-level service to our customers and clients. If you do not receive satisfaction from us, we need you to tell us about it. This will help us to improve our standards. We ensure that making a complaint is as easy as possible and we treat complaints as a clear expression of dissatisfaction with our services, calling for immediate action to be taken.

## 1. Complaints Procedure

In the first instance, we ask for complaints to be resolved informally. Should this not be possible, complaints must be made formally in writing, by either an email or letter to the Head of Compliance using the following details:

**Address:** Kingfisher House, 21-23 Elmfield Road, Bromley, Kent BR1 1LT  
**Telephone:** 020 3773 6005  
**Email:** [compliance@inspiringteaching.co.uk](mailto:compliance@inspiringteaching.co.uk)

Your complaint should contain the following information:

- Explain the issue and clearly and fully as possible, including any action taken so far;
- Names of the employees, clients or customers involved; and the resolution sought.

## 2. Next Steps

We will record your complaint upon receiving it.

We endeavor to send you an acknowledgment of your complaint within 5 working days and confirm what will happen next. This will be communicated by either letter or email, depending on how the complaint was received. We will also let you know the name of the person who will be dealing with your complaint.

We will then investigate your complaint. This will normally involve the following steps;

- Examining your records on our customer database;
- Speaking to the person/s you have dealt with and any other relevant parties;
- We may request further information from you as appropriate.

We will let you know of the outcome of this review within 10 days of acknowledgement. However, if you have raised a request for access to information held about you on our system ("Subject Access Request"), we may take up to one month to respond to you, subject to the GDPR.

If we have to change any of the time scales above, we will let you know and explain why.

### 3. Escalating your complaint

Following Inspiring Teaching response to your complaint, if you feel we have been unable to resolve your complaint satisfactorily, you can ask for your complaint to be referred to the Director for further investigation.

Barry Pactor  
[barry@inspiringteaching.co.uk](mailto:barry@inspiringteaching.co.uk)  
0203 773 6005

Contact the [ACAS Helpline](#) or complete a [complaint form](#) at GOV.UK - Pay and work rights complaints.

#### **Allegations about a worker regarding child protection and safety are taken very seriously.**

When such an allegation is made, the Branch Manager immediately alerts senior managers by telephone. We will acknowledge your complaint within 48 hours and the temporary worker will be suspended (without pay) from any further bookings with Inspiring Teaching until the outcome of the investigation is known.

If the allegation becomes a Child Protection Referral (CPR) we will liaise between the school and worker involved, and designated personnel from the Local Authority.

Inspiring Teaching has a duty to report cases of serious misconduct relating to child protection to the Independent Safeguarding Authority in accordance with the ISA's specific referral guidance criteria and referral process.

If the allegation is not a CPR, we will work with your school to investigate what happened. After a thorough risk assessment, we will decide whether to offer further work to that temporary worker.

Confirmation of any action taken will be provided in writing to the client. Complaints about a worker regarding poor work practice are discussed with the temporary worker. If appropriate, we will advise the temporary worker of resources for training and professional development.

The number and regularity of these complaints are recorded for each worker on our database system and are monitored each week by the Quality Manager.

If the worker has a number of complaints made against him/her, managers will decide whether to continue to offer work to that worker and inform him/her of the decision.

As a committed member of APSCO, the professional recruiter's organisation, we abide by the APSCO Code of Conduct.

If you feel you have a genuine complaint against Inspiring Teaching and our normal Complaints Procedure has not been effective in finding a satisfactory solution for you, you can take your case to the APSCO quality Team who will investigate the problem on your behalf in an unbiased and fair manner.

You can contact them in confidence at: [complaints@apsco.org](mailto:complaints@apsco.org) . Full details of their policy can be found here: <http://www.apsco.org/complaints.aspx>

<b>Policy Review Date:</b>	<b>November 2021</b>
<b>Next Review Date:</b>	<b>November 2022</b>
<b>Policy managed by:</b>	<b>Bonita Corless</b>