

## Engage Education Complaints Policy

Engage Education is committed to providing a high-level service to our customers. We regularly send satisfaction surveys to clients and candidates to understand how our service is being received. If any negative feedback is received, our Senior Leadership Team monitors this and raises issues with our teams and managers to see if we can resolve any issues without taking further action.

**If you have a complaint**, please contact a member of the HR department by phone (0333 800 7800) in the first instance so that we can try to resolve your complaint informally. If you would prefer to place your complaint over email, you can do so by emailing [customer care@engagepartners.co.uk](mailto:customer care@engagepartners.co.uk). This email address is monitored by our Senior Leadership Team.

Once a complaint is received, Engage Education will follow the process listed below:

1. We will send you a letter/email acknowledging your complaint and asking you to confirm or explain the details set out. We will confirm the name of the person dealing with your complaint
2. We will record your complaint in our central register within 24 hours
3. We will acknowledge your reply to our acknowledgement letter and confirm the next steps
4. We will then begin our investigation. This will involve the following steps: We will then examine the member of staff's reply and the information you have provided for us
5. A member of the HR/Complaints department may invite you attend a call or virtual meeting to discuss your concern and gain further information. If the concern can be resolved at this stage it will. If not we will move to the next stage
6. Within 7 days of the meeting, a member of the HR department will write to you to confirm what took place and any solutions they have agreed with you. If a meeting is not possible or suitable, a member of the HR department will send you a detailed reply to your complaint. This will include any suggestions for resolving the matter

\*Please note: Where there is a data protection component to the complaint, the process above will be followed with our data protection officer (DPO) as the investigating contact\*

### Appeal Process

At this stage, if you are still not satisfied with this stage, your complaint would be raised to the Board, whereby a member at the Director level would be tasked with checking the work completed on the initial complaint, as well as factoring in any additional concerns.

You can appeal the outcome of your initial complaint by contacting David Evans (Director of Education) at Engage Education, 4th Floor, 45 Clarendon Road, Watford, WD17 1SZ or by requesting an appeal from your allocated HR member.

The selected Director will write to you confirming our final position on your complaint and explaining our reasoning. You will receive a response within 28 working days.

### **Escalation**

If you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business Innovation and Skills or the REC, the industry trade association, of which we are a member, by writing to the Recruitment and Employment Federation, 20 Queen Elizabeth Street, London, SE1 2LS

