

Engage Education - Withdrawal of Service Policy

Purpose of Document

To clearly outline the circumstances where Engage Education will be required to withdraw work finding services for our candidates.

This document does not supersede other formal documentation but is provided as a guide to Engage Education policies, which will result in the withdrawal of service.

This document is designed to be viewed alongside our Ethical Recruitment, Privacy and Data Protection Policies found [here](#).

This is by no means an exhaustive list, but it is designed to give a clear indication of our processes and policies when withdrawing our services.

Safeguarding

In line with our commitment to the highest standards of safeguarding and to ensure our clients, contractors and students within our care, we will withdraw our service if the following occurs:

- A candidate fails or refuses to complete the mandatory safeguarding training provided
- A candidate fails to declare a historical or ongoing safeguarding concern
- A candidate fails to adhere to the Engage Education Code of Conduct
- A candidate demonstrates a failure to understand their responsibility to safeguard young people
- A candidate fails to report a safeguarding concern

Any concern which is judged to meet the harm threshold will be referred to the LADO, and Engage Education reserves the right to make referrals to the Police, TRA and or DBS at any time if we believe the threshold is met.

Abuse of Staff Members

Engage Education has a zero-tolerance policy on the abuse of our staff members. This can include, but is not limited to:

- Use of abusive language, including but not limited to the use of swear words
- Use of racial, sexual, xenophobic or inappropriate language
- Shouting, raising of voice, belittling, or otherwise threatening a member of staff

Quality Control

Engage Education has strict standards and expectations for its staff and contractors. Where our standards are not met, we reserve the right to withdraw service. This includes but is not limited to:

- Failure to follow the lateness or sickness reporting process
- Failure to complete reasonable tasks as dictated by your placement setting
- Failure to meet the teaching standards

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 comes through, 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 customercare@engagepartners.co.uk.

This email address is monitored by our Senior Leadership Team.