

KEY STAGE TEACHER SUPPLY'S COMPLAINTS POLICY & PROCEDURES

COMPLAINTS POLICY

Key Stage Teacher Supply is committed to providing a high level of 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 your Divisional Manager by phone in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied please contact Jane Scott, Managing Director. You can write to her at: 9 Preston New Road Blackburn, Lancashire BB2 1AR.

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 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 2-5 days of your reply.
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. The Managing Director will then invite you to meet her to discuss and hopefully resolve your complaint. They will do this within 5 days of the end of our investigation.
6. Within 2 days of the meeting the Managing Director 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, the Managing Director 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 us again. Another Director of the company will review the Managing Director's decision within 10 days.

8. We will let you know the outcome of this review within 5 days of the end of the review. We will write to you confirming our final position on your complaint and explaining our reasons. If you are still not satisfied, you can contact The Association of Professional Staffing Companies (APSCo) of which Key Stage Teacher Supply is a member by email: complaints@apsco.org

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