

# Complaints Policy and Procedure

## Complaints Policy

PK Education is committed to providing exceptional service to our customers. If you do not receive satisfaction from us we would like you to tell us about it. We aim to consistently improve our business and practices, your feedback helps us to do this.

## Complaints Procedure

If you have a complaint, **please contact the Business Manager of your office in the first instance.** We would hope that most complaints can be resolved informally.

At this stage, if you are not satisfied please submit your detailed complaint in writing to Karl Housley. You can write to him at: **PK Education, Studio 3, 145 Granville Street, Birmingham, B1 1SB.** Upon receipt of your complaint, Karl will begin the formal complaints procedure.

## Next steps

1. We will send you a letter acknowledging your complaint and, if any further information is required, we may ask you to expand upon the details of your complaint. We will also confirm the name of the person who will be dealing with your complaint. You can expect to receive our letter within 2–5 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 receipt of any further correspondence from you replying to our acknowledgment letter (in step 1 above) and we will confirm what will happen next. You can expect to receive our correspondence within 2–5 working days of our receipt of your reply.
4. Your complaint will then be investigated. This will normally involve the following steps;
  - We may ask the member of staff who dealt with you to comment on or reply to your complaint. We would expect such comments or reply within 5 working days of our request;
  - We will then consider the comments or response from the member of staff in conjunction with the information you have provided to us. We may consider it to be appropriate to ask you to speak to the member of staff. We aim to consider all evidence in this manner within 9 working days of receiving your correspondence referred to in step 3 above.

5. The person dealing with your complaint will then invite you to meet them to discuss and hopefully resolve your complaint. This will normally take place within 5 working days of the conclusion of the investigation in step 4 above.

6. Within 2 days of the meeting the person dealing with your complaint will write to you to confirm the outcome of the investigation and any further actions that may have been agreed with you.

If you do not want a meeting or it is not possible, a letter will be sent to you containing a detailed reply to your complaint. This will include his suggestions for the resolution of the matter. This should take place within 5 working days of the conclusion of the investigation in step 4 above.

7. At this stage, if you remain dissatisfied you may write to us again to ask that the outcome of your complaint is reviewed. Another Director of the company will be appointed to review the outcome of your complaint. This review will take place within 10 working days of our receipt of your request for a review.

8. We will let you know of the outcome of the review within 5 working days of the conclusion of the review. We will write to you confirming the final outcome of your complaint and explaining our reasons. If you remain dissatisfied, you may 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 Consultancy and Compliance Team, REC, Dorset House, 1st Floor, 27–45 Stamford Street, London, SE1 9NT.

If we are unable to meet the timescales above for any reason we will notify you in writing and briefly explain the reasons why.

If there is a prescribed statutory procedure relating to the substance of your complaint then the above shall be substituted in whole or in part to such extent necessary in order to enable us to comply with statutory requirements.

