

Red Box Teacher Recruitment Ltd

Complaints Policy and Procedure

Red Box teachers Recruitment Limited is committed to providing a high level service to our customers. If you do not receive satisfaction from us, we need you to please tell us about it. This will help us to out things right and continuously improve our service offering to you.

Complaints Procedure

If you have a complaint, please contact Joan Buszewska, Operations Director. You can write to Joan at: 4-5 The Scene Dock, Halliford Studios, Manygate Lane, Shepperton, Middlesex, TW17 9EG or email Joan at joan.buszewska@redboxteachers.com.

Our follow up process:

1. We will send a letter or email acknowledging your complaint and asking you to confirm or explain further 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 a letter or email within 5 days of us receiving your complaint.
2. We will record your complaint in our central register within a day of receiving it.
3. We will acknowledge your reply to our acknowledgement letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 2-5 days.
4. We will then start to investigate your complaint. This will normally involve the following steps.
 - a. We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request.
 - b. 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 your reply.
5. Joan Buszewska will then invite you to meet with her to discuss and hopefully resolve your complaint. Joan will do this within 5 days of the end of the investigation.
6. Within 2 days of the meeting, Joan will write to you to confirm what took place and share any solutions she has agreed with you. If you do not wish to meet or it isn't possible, Joan Buszewska will send you a detailed reply to your complaint. This will include her suggestions for resolving the matter. Joan will do this within 5 days of completing her investigation.
7. At this stage, if you are still not satisfied with the handling of your complaint or the outcome, you can write to the REC, our trade association of which we are a member and mark it for the attention of the Professional Standards Services, REC, Welbeck Street, London, W1G 9XT.
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 Employment Agencies Standards Office at the Department of Trade and Industry or the REC, the industry trade association, of which we are a member by writing to the Professional Standards Manager, REC, 15 Welbeck Street, London, W1G 9XT.

If we have to change any of the timescales above, we will let you know and explain the reasons behind it.

We look forward to reaching a mutually satisfactory outcome.

Yours Sincerely

Joan Buszewska Operations Director