

## SMART EDUCATION RECRUITMENT LIMITED

Complaints policy

Date:21/02/2018

This policy will be reviewed every 12 months.

Review Date:21/02/2019

Smart Education Recruitment is committed to providing a quality service to our clients and candidates and this is paramount to us. If you are not satisfied with the level of service, you have received from us we would like you to tell us about it. All complaints are taken very seriously, and any feedback is appreciated as it provides us with an opportunity to improve our standards. All complaints and feedback are referred on to the Directors of the company.

If you would like to make a formal written complaint, you can contact our Directors via post or email:

Smart Education Recruitment Limited, CIBA Building 146 Hagley Road, Birmingham, B169NX

**E:** [fran@smarted.co.uk](mailto:fran@smarted.co.uk) or [fiona@smarted.co.uk](mailto:fiona@smarted.co.uk)

**T:** 01213927114

### **Procedure**

**1.** We will send you written acknowledgement (email or letter), on receipt of your complaint within 5 working days. We will also inform you of the Director who will be dealing with your complaint.

**2.** We will then record your complaints in our central register and start to investigate on your behalf. This is likely to involve the following steps:

- Examining your record to ascertain the sequence of relevant events & related correspondence
- Interviewing the relevant members of staff for clarification on the issue
- Liaising with senior management as appropriate

- 3.** We aim to acknowledge, fully investigate and duly resolve all complaints within 14 working days.
  
- 4.** A full written response to your complaint will be drafted by the Director and sent to you with supporting documentary evidence (if applicable).
  
- 5.** If you are not satisfied with the outcome, you can make a written request for escalation of your complaint. The investigation will be reviewed by an alternative Director, who will respond directly with her findings and conclusion.
  
- 6.** If you remain unsatisfied with the decision, you can contact the relevant industry trade association.