



COMPLAINTS POLICY

Yorkshire & Humberside Teacher Agency Ltd is committed to providing a high level service to our clients. In spite of our best efforts, there may be occasions when difficult or sensitive issues arise. In order to improve the service we provide we welcome your feedback or suggestions.

COMPLAINTS PROCEDURE

If you have a complaint, please contact us by phone on 01757 633160 in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied please ask to speak with the Managing Director or, if you prefer, you can write to him at:

YHTA Ltd
Unit 1 Boothferry Nurseries
Boothferry Road
Howden
DN14 7QY

Next steps

1. We will record your complaint in our central register on the day of receipt and will acknowledge your complaint, asking you to confirm or explain the details set out. You can expect to receive our letter within 3 days of us receiving your complaint.
2. We will acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 3 days of your reply, during which time we will start to investigate your complaint.
3. The Managing Director will then invite you to meet him to discuss and hopefully resolve your complaint. He will do this within 5 days of the end of our investigation.
4. Within 2 days of the meeting, the Managing Director will write to you to confirm what took place and any solutions he 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 his suggestions for resolving the matter. He will do this within 5 days of completing his investigation.

5. At this stage, if you are still not satisfied you can write to the REC, our trade association of which we are a member marked for the attention of the Consultancy and Compliance Team, REC, Dorset House, 1st Floor, 27 – 45 Stamford Street, London, SE1 9NT.

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

NOTE: In any event, we will comply with any statutory procedures that may relate to your complaint.



Any allegations regarding Child Protection and Safety are taken very seriously. If such an allegation is made, the temporary worker will be immediately suspended (without pay) from any further bookings with YHTA, while investigations are concluded.

If the allegation becomes a Child Protection Referral (CPR) we will liaise with the school and temporary worker involved and Local Authority Designated Officer. YHTA has a duty to refer any cases regarding serious misconduct referring to child protection to the Disclosure and Barring Service (DBS) in accordance with their guidance criteria and referral process. If the allegation is not a CPR, we will work with your school to fully investigate the matter. Following a thorough risk assessment, we will make a decision as to offering further assignments to the temporary worker concerned and confirmation of any action taken will be provided in writing to the client.