



# Complaints Policy and Procedure

## Complaints Policy

Moore Teachers is committed to providing a high level service to our clients and candidates. 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 Tina Moore by phone (01992 611902) in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied please contact Tina Moore in writing at: 31 Western Road, Nazeing, Waltham Abbey, Essex, EN9 2QH.

### Next 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 3 days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps;
  - We will discuss the complaint with the school/candidate concerned and take their views on the matter in writing.
  - 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. Tina Moore will then invite you to meet him/her to discuss and hopefully resolve your complaint. She will do this within 5 days of the end of our investigation.
6. Within 2 days of the meeting Tina Moore will write to you to confirm what took place and any solutions that have been agreed with you.

If you do not want a meeting or it is not possible, Tina Moore 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 the REC, our trade association of which we are a member, marked for the attention of the Consultancy and Compliance Team, REC, 15 Welbeck Street, London W1G 9XT.

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.**