



<b>Company Name:</b>	Equal Education Partners Ltd (“the Company”)
<b>Policy Name:</b>	Complaints Policy & Procedure
<b>Date:</b>	2024

Equal Education Partners Ltd is a member of the Recruitment and Employment Confederation (REC) and adheres to their Code of Professional Practice.<sup>1</sup>

### Complaints Policy

Equal Education Partners Ltd seeks fair, just and prompt solutions, when possible, to any complaints and appeals. Equal Education Partners is committed to providing a high-level service to our customers. 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 Liam Rahman, Managing Director and Natalie Gondwe, Business & People Manager via email [liam.rahman@equaleducationpartners.com](mailto:liam.rahman@equaleducationpartners.com) and [natalie.gondwe@equaleducationpartners.com](mailto:natalie.gondwe@equaleducationpartners.com)

#### 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 working days of us receiving your complaint.
2. We will record your complaint in our central register within one 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 5 working days of your reply.
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 working 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 5 working days from receiving their reply.

---

<sup>1</sup> <https://www.rec.uk.com/recruiters/compliance/code-professional-practice>

5. You will then be invited to discuss and hopefully resolve your complaint. You will receive the invite within 5 working days of the end of our investigation. If you do not want a meeting or this is not possible a detailed reply to your complaint will be sent within 5 working days. This will include suggestions of resolving the matter.
6. Within two working days of the meeting, we will write to you to confirm what took place and any solutions we have agreed.
7. At this stage, if you are still not satisfied you can write to us again and the complaint will be dealt with by a Director of the company and the decision reached will be reviewed within 10 working days.
8. 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 Inspectorate at the Department for Business Innovation and Skills or the REC, the industry trade associate, of which we are a member by writing to the Consultancy and Compliance Team, REC, Dorset House, 1<sup>st</sup> Floor, 27-45 Stamford Street, London, SE1 9NT.

### Feedback

If you would like to share feedback on your experience with our complaints process, we value your input and appreciate your assistance in helping us improve our complaint resolution procedures. To participate, please request a copy of our Employee Complaint Process Feedback Form.

### Managing and Supporting Our Policy

We are committed to using our business as a force for good. We strive to balance purpose and profit, ensuring that our decisions positively impact our employees, customers, communities, and the environment. Through transparency, accountability, and sustainability, we aim to drive meaningful change.

This is a company approved policy. We will coordinate and review its implementation as part of our ongoing business administration. We will provide our staff with encouragement, guidance and training on its implementation, so that they know what to do, and are confident in doing it.

If you wish to contact us regarding our Policy content or implementation, could you please contact the person below in the first instance:

Natalie Gondwe  
Business & People Manager

Equal Education Partners Ltd  
12 Axis Court  
Riverside Business Park  
Mallard Way  
Swansea  
SA7 0AJ  
Tel: 01554 777749  
E-mail: natalie.gondwe@equaleducationpartners.com