

COMPLAINTS POLICY AND PROCEDURE

Complaints Policy

Celsian Education 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 the Branch Manager of the office you are registered with by phone in the first instance so that we can try to resolve your complaint informally. A list of contact details is listed in Appendix 1 of this document.

At this stage, if you are not satisfied please contact Ms Sarah Mitchell, Managing Director of Celsian Education. You can write to her at: Celsian Education, 800 the Boulevard, Capability Green, Luton, Beds, LU1 3BA.

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 3 working 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 acknowledgment letter within 5 working days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps;
 - We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request;
 - 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. The Managing Director will then invite you to meet him to discuss and hopefully resolve your complaint. She will do this within 5 working days of the end of our investigation.
6. 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.

7. At this stage, if you are still not satisfied you can write to us again. The Legal & Risk Management department of our parent company, Impellam Group Plc, will review the Managing Director's decision within 10 days.
8. We will let you know of 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 Inspectorate at the Department for Business Innovation and Skills or the REC, the industry trade association, of which we are a member by writing to 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.

Appendix 1 – List of Branches & Contact Details

Birmingham

1st Floor, Victoria Square house, 81 New Street, Birmingham, B2 4BA

Tel: 0121 633 4698

birmingham@celsianeducation.co.uk

Derby

First Floor, St Katherine's House, St Mary's Wharf, Mansfield Road, Derby, DE1 3TQ

Tel: 01332 291 723

derby@celsianeducation.co.uk

Leeds

West One, Wellington Street, Leeds, LS1 1BA

Tel: 0113 244 0140

leeds@celsianeducation.co.uk

Leicester

1st Floor, Old School House, 65A London Road, Oadby, Leicester LE2 5DN

Tel: 0116 277 6400

leicester@celsianeducation.co.uk

Manchester

Celsian Education, 3rd Floor, Suite 5, 1 King Street, Manchester, M2 6AW

Tel: 0161 839 8005

manchester@celsianeducation.co.uk

Sheffield

1st Floor, Wharf House, Victoria Quays, Sheffield, S2 5SY

Tel: 0114 2722255

sheffield@celsianeducation.co.uk