Complaints Policy and Procedure

Version	2.0
Policy owner	Rosalyn Tharme, Director
Date issued	September 2026
Next review	September 2027

1. Purpose and commitment

QT Education aims to provide a professional, fair and responsive service to candidates, teachers, clients, schools and other people who work with us. We take complaints seriously, use them to identify improvements and will handle them promptly, fairly and respectfully.

This policy explains how to raise a concern, what QT Education will do, the timescales we aim to meet, how to request an appeal and where to go if the complaint remains unresolved.

2. Who this policy covers

This procedure applies to complaints about QT Education's recruitment services, candidate or client care, communication, administration, payments, or the conduct of a QT Education representative. It also explains how to raise a complaint about QT Education's handling of personal data.

3. How to raise a complaint

You may raise a concern informally by telephone, email or letter. We will try to resolve it promptly through discussion where appropriate. You do not have to use the informal route: you may make a formal complaint straight away, or move to the formal process if the informal response does not resolve the issue.

Please explain what happened, when it happened, who was involved, what impact it had and what outcome you are seeking. We will help you set out your complaint if you need assistance or would prefer to raise it verbally.

QT Education contacts

- Informal concerns: Jon Farrant, 01275 844 842, or Rosalyn Tharme, 01275 844 842.
- Formal complaints: Rosalyn Tharme, Director, at ros.tharme@qteducation.co.uk or 24 Phoenix Way, Portishead, North Somerset, BS20 7JJ.

If your complaint is about the person you would normally contact, or that person has already been involved in the matter, your complaint will be assigned to someone who has not been directly involved. If no QT Education director can consider it impartially, we will arrange an independent reviewer.

4. How we handle a formal complaint

Acknowledgement and recording

We will record the complaint in our central complaints register within one working day. For complaints that are not about data protection, we will acknowledge receipt within five working days. We will confirm who is handling the matter, check that we understand the issues and explain the next steps. If we need more information, we will ask you to provide it.

Investigation

A director who has not been directly involved will investigate the complaint. The investigator will review the information provided, relevant records and any response from the people involved. Where a staff response is required, we will normally ask for it within five working days. We will then review that response and the available evidence, normally within four working days of receiving it.

We will handle information confidentially as far as we reasonably can, while giving people involved a fair opportunity to respond. We will keep a record of the main steps and any agreed actions.

Discussion or written-only response

When the investigation is complete, we will offer you a meeting or telephone discussion within five working days so that we can discuss the complaint and possible resolution. You may decline a meeting or discussion. If you prefer, we will handle the complaint in writing and send you a detailed outcome, including our findings and any proposed resolution, within five working days of completing the investigation.

Written outcome after a meeting

If we meet or speak with you, we will write to you within two working days to summarise what was discussed, our decision and any actions we have agreed. The outcome will explain how to appeal if you remain dissatisfied.

5. Timescales and updates

The timescales in sections 3 and 4 are working days. We will aim to keep to them. If we need longer, we will tell you why, explain what remains to be done and give you an updated expected date. We will keep you informed of progress where a complaint is taking longer to resolve.

6. Appeal

If you are not satisfied with the written outcome, you may appeal in writing within 10 working days of receiving it. Please explain which part of the decision or handling you disagree with and what you would like us to review.

A director who was not involved in the original investigation or decision will review the appeal. If no director is able to do so impartially, QT Education will appoint an independent person. We will acknowledge the appeal within five working days and aim to provide a written appeal decision within 10 working days of receiving it. If more time is needed, we will explain why and provide an updated date. The appeal decision is QT Education's final internal stage.

7. Data protection complaints

If your complaint concerns how QT Education has collected, used, stored or shared personal data, you can raise it through any of the contact routes in section 3. You can also contact Rosalyn Tharme, QT Education's Data Protection Officer, at ros.tharme@qteducation.co.uk.

We will acknowledge a data protection complaint within 30 calendar days of receiving it, as required by data protection law. We will take appropriate steps to investigate it without undue delay, keep you informed about progress where appropriate, and tell you the outcome without undue delay. If your complaint also raises another service issue, we will consider both parts and explain how we are handling them.

8. If you remain dissatisfied

After completing QT Education's procedure, you may raise a complaint with the REC if you believe the matter may involve a breach of the REC Code of Professional Practice. Details and the current complaint form are available at REC: Making a complaint. The REC decides whether the issue falls within its complaints process.

For concerns about agency worker rights or other matters within its remit, you may contact the Fair Work Agency at contact@fairworkagency.gov.uk or 0345 161 6000. For a data protection complaint, you may also contact the Information Commissioner's Office (ICO) through the ICO website. These external routes do not prevent you from seeking independent advice or using any legal rights available to you.

9. Records, learning and review

QT Education will keep a central record of complaints, including the date received, issue raised, steps taken, outcome, any appeal and any improvement actions. The directors will review complaint outcomes and themes periodically to identify learning and improve our service. Records will be handled and retained in line with QT Education's Data Protection Policy and Retention Policy.

This policy will be reviewed at least annually and sooner if there is a relevant change in law, REC guidance or QT Education's procedure. QT Education will make this policy available to candidates, teachers, clients and other people who request it, and will make it accessible through its usual communication channels.