

Dunbar Education – Complaints Policy

Date of Policy: 28/06/2024

Policy Review Date: 04/09/2025

Next Review Date: 03/09/2026

1. Introduction

Dunbar Education follow strict standards in order to ensure that all candidates that we supply to our clients are of the highest professional and personal calibre. We take seriously any concerns raised regarding our staff and our candidates (and the organisations that we place candidates in).

This policy gives details of what action we will take when concerns are raised with us, and should be raised alongside our Code of Conduct, Safeguarding Children Policy, Allegations Policy and Safer Recruitment Policy.

2. Scope of the policy

This policy applies to anyone employed by Dunbar Education, including our directors, staff, and any work placement/volunteers or anyone registered with us as a candidate. Any member of staff or candidate who wishes to raise a concern regarding their conditions at work (or similar) should do so through the Company Grievance procedures and also refer to the Whistleblowing Policy.

Any organisation or service wishing to complain about our services, or the suitability/capacity of any candidate placed with them should do so under this procedure.

3. Where there are concerns that an adult may have harmed, be a risk or be unsuitable to work with children

A concern may be raised against an adult, which suggests that they may be a risk to a child. This includes people who may:

- behaved in a way that has harmed a child, or may have harmed a child;
- possibly committed a criminal offence against or related to a child;
- behaved towards a child or children in a way that indicates he or she may pose a risk of harm to children; or
- behaved or may have behaved in a way that indicates they may not be suitable to work with children.

If a concern meets these criteria, then the process outlined in the Allegations Policy should be followed.

4. Complaints

The details of any complaint against a candidate or member of staff is processed in a central incident file/in their respective electronic file on our system.

When we receive a complaint, we explain our procedures for handling complaints and ask the candidate or member of staff in question if they would like for us to commence a process accordingly.

Candidates

Complaints concerning candidates will be brought to the attention of the candidate by their consultant. Together, they will discuss the complaint, and the consultant will give warnings where necessary. The details of the discussion and any warnings will be documented on the candidate's record. Candidates will be told that if the behaviour is repeated or any further complaints are received, it will result in further warnings and ultimately could lead to the removal from Dunbar Education's register. Examples of complaints include the following:

- Failure to follow instructions, if applicable.
- Lateness.
- Failure to carry out minor duties, such as cleaning up.
- Unsuitable attire.

Clients

Consultants will encourage candidates to speak openly about their experience with the role and the workplace in which they have been placed. Candidate comments will be treated in confidence unless it is agreed with the candidate to raise the issue with the client. The consultant will act on behalf of the candidate to help resolve any issues causing difficulty for them.

Complaints which do not meet the criteria for an allegation (see above) but are of a serious nature regarding the behaviour of client staff. will be communicated to the consultant in charge, the client and/or relevant governing body.

5. Internal investigation procedures

Where appropriate, Dunbar Education will undertake an internal investigation into the complaint.

Further information on this procedure can be found in our Complaints Procedure.

6. Complaints against Dunbar Education

It is our utmost priority that incidents and complaints are dealt with in a fair manner. If a complaint were to be made against Dunbar Education by either a candidate or a client, the matter would be referred to the Director, who would decide which course of action would be most appropriate to follow in accordance with Dunbar Education's Grievance Policy. To ensure the complainant is kept informed at all stages of the process, reports are issued either verbally or in writing. Support is given to both parties until a satisfactory conclusion is reached.

7. Whistleblowing Policy

This statement should be read alongside Dunbar Education's Whistleblowing Policy. Dunbar Education encourages a free and open culture in dealings between its managers, employees and all people with whom it engages in business and legal relations. In particular, this company recognises that effective and honest communication is essential if concerns about breaches or failures are to be effectively dealt with and the company's success ensured.

This policy is designed to provide guidance to all those who work with or within the company, who may from time to time, feel that they need to raise certain issues relating to the company with someone in confidence.

Workers, of who in the public's interest, raise genuine concerns under this policy, will not under any circumstances be subjected to any form of detriment or disadvantage as a result of having raised their concerns. For further details, see Dunbar Education's Whistleblowing Policy.

Dunbar Education – Complaints Procedure

Date of Policy: 28/06/2024

Policy Review Date: 04/09/2025

Next Review Date: 03/09/2026

1. Complaints Policy

Dunbar 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.

Further information on this procedure can be found in our Complaints Policy.

2. Complaints Procedure

Initial Complaint Submission

If you have a complaint, please contact Matt Brown, Director, by phone on 020 8004 3210 in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied, please contact Matt Brown, Director in writing. You can write to him at or email matt.brown@dunbareducation.com :

Dunbar Recruitment Group Ltd
Level 2 X+Why,
Unity Place,
200 Grafton Gate,
Milton Keynes,
MK9 1UP

Stage 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 5-7 business days of us receiving your complaint.

Stage 2

We will record your complaint in our central register within a day of having received it.

Stage 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- 7 business days of your reply.

Stage 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 business 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 business days from receiving their reply.

Stage 5

Matt will then invite you to meet them, either in person or virtually, to discuss and hopefully resolve your complaint. He will do this within 7 business days of the end of our investigation.

Stage 6

Within 2 business days of the meeting, Matt 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, Matt will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. He will do this within 5 business days of completing his investigation.

Stage 7

At this stage, if you are still not satisfied, you can write to the APSCo, our trade association of which we are a member, marked for the attention of the Consultancy and Compliance Team, APSCo, 124-126 Borough High Street, Bridgegate House, London, SE1 1BL.

3. Changes to this Policy

If we have to change any of the time scales as laid out in section 2, we will notify you and explain why.

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