**Complaints Policy & Procedure**

**Complaints Policy**

FlexTeach 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 about any part of our service including the Agency Worker Regulations, please contact Jama Mohamed via email on [info@flexteach.co.uk](mailto:info@flexteach.co.uk) in the first instance, so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied, please write to FlexTeach Ltd, Sandown House 49 Auckland Rd, Birmingham, B11 1RH.

Next Steps

1. Within 5 days of receiving your complaint, we will send you a letter acknowledging it and asking you to confirm or explain the details provided. The letter will also include the name of the person handling your complaint.
2. We will record your complaint in our central register within one day of receiving it.
3. Within 5 days of your reply, we will acknowledge your response and confirm the next steps.
4. We will begin investigating your complaint, which typically involves the following steps:
   * We may request the staff member who handled your issue to respond to your complaint within 5 days.
   * We will review the staff member's reply along with the information you provided. If necessary, we may ask you to speak with them. This process will take up to 4 days after receiving their reply.
5. Jama Mohamed will invite you to a meeting to discuss and hopefully resolve your complaint within 5 days of concluding our investigation.

Within 2 days of the meeting, Jama Mohamed will write to you to confirm what took place and any agreed solutions. If a meeting is not possible or desired, Jama Mohamed will send you a detailed reply, including suggestions for resolving the matter, within 5 days of completing the investigation.

If we must 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.