



R.T.S recruitment

COMPLAINTS POLICY

Date: 23rd June 2024

Review date: 23rd May 2024

Approved by: Nathan Schall & Darren Bryson - Directors

R.T.S Recruitment - Complaints Policy

1. Introduction

At R.T.S. Recruitment, we are committed to delivering exceptional recruitment services to both educational institutions and job candidates. We believe that your feedback is essential in helping us maintain and improve the quality of our services. If you are dissatisfied with any aspect of our service, we encourage you to let us know. This policy sets out how to make a complaint, how we will handle your complaint, and what steps we will take to resolve the issue fairly and promptly.

We take all complaints seriously and aim to resolve them efficiently while ensuring the highest standards of professionalism throughout the process.

2. Scope of the Policy

This Complaints Policy applies to all clients, internal employees and workers and organizations we work with, including job candidates, educational institutions (such as schools, colleges, and universities), and any other external parties who interact with us. 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.

Our goal is to ensure that any concerns raised are treated confidentially, impartially, and in a manner that respects all parties involved.

3. What Constitutes a Complaint

We define a complaint as any formal expression of dissatisfaction with our services, actions, or the conduct of our staff. Complaints might include (but are not limited to):

- Concerns regarding the quality or outcome of the recruitment process, including delays or miscommunication.
- Issues related to the behaviour or professionalism of our staff, whether in direct communication or during a recruitment process.
- Any instance where our services have not met your expectations or breached contractual obligations.
- Complaints about discrimination, harassment, or unethical behaviour within our operations.

We encourage you to provide us with detailed information so that we can address the issue promptly and thoroughly. A well-documented complaint helps us better understand the problem and reach an appropriate resolution.

3. Concerns Regarding the Safety and Suitability of Adults Working with Children

At R.T.S Recruitment we take our responsibility for safeguarding children and young people very seriously. If a complaint involves concerns that an adult working with or seeking to work with children may have harmed, poses a risk of harm, or may be unsuitable for such work, these concerns will be treated with the utmost seriousness and urgency.

When to Raise a Concern

You should raise a concern if you believe that:

- 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.

Reporting Safeguarding Concerns

If you have safeguarding concerns of this nature, you should contact us immediately using the contact details provided below. When making the report, please provide as much detail as possible, including:

- The nature of the concern or allegation.
- The names of the individuals involved.
- Dates, times, and any evidence or documentation that may support the concern.

Our contact details for safeguarding-related concerns:

- **By Email:** rtsrecruitment247@gmail.com
- **By Phone:** 07411551137
- **In Writing:** 108 birch lane, Longsite, M130WN

What Happens Next

1. Immediate Action:

Upon receiving a safeguarding concern, we will acknowledge receipt of the complaint within 24 hours. If the complaint involves a candidate or member of staff currently working with children, we will take immediate steps to remove the individual from that environment (where appropriate) while an investigation is conducted. We may also advise the educational institution to follow their own safeguarding procedures.

2. Investigation:

A senior member of our safeguarding team will lead the investigation, ensuring it is conducted in line with statutory safeguarding guidance such as 'Keeping Children Safe in Education' and any local authority safeguarding protocols. We will work closely with the appropriate external agencies, including local authority Designated Officers (LADOs), police, or social services, where necessary.

3. Referral to External Authorities:

If we believe a criminal offence may have been committed or the individual poses a serious risk to children, we will refer the case to the appropriate authorities immediately. This may include notifying the Disclosure and Barring Service (DBS) or the local authority's safeguarding team.

4. Internal Actions:

Pending the outcome of the investigation, we may take internal disciplinary measures, which could include suspending or terminating the individual's contract. We will notify you in writing of any action taken and the outcome of the investigation, within the confines of confidentiality and data protection laws.

Confidentiality and Data Protection

All safeguarding complaints will be handled with strict confidentiality. However, where there is a risk of harm to a child, confidentiality may be overridden in the interest of protecting the child's welfare. Any personal information provided will be shared only with those who need it to investigate and resolve the concern, and in compliance with UK data protection laws.

Commitment to Safeguarding

We are fully committed to safeguarding and promoting the welfare of children. All individuals recruited through our agency undergo rigorous background checks, including enhanced DBS checks, to ensure their suitability to work with children. We regularly review our safeguarding policies and procedures to ensure they align with the latest statutory guidance and best practices in the education sector.

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 consultants 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 Tara Professional Recruitment 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 relevant Head Teacher or SLT and/or relevant governing body.

Please contact us through one of the following methods:

- **By Email:** rtsrecruitment247@gmail.com
- **By Phone:** 07411551137
- **In Writing:** 108 birch lane, Longsite, M130WN

Upon receipt of your complaint, we will treat the matter with the utmost confidentiality and respect.

5. R.T.S investigation procedures

Upon receiving a complaint, R.T.S. Recruitment follows a structured process to ensure a thorough and fair investigation. The following stages outline what will happen after a complaint is submitted.

Stage 1: Initial Submission of Complaint

When a complaint is received, it must be communicated to R.T.S. Recruitment by phone, in writing, or by email. The individual submitting the complaint (the complainant) will be asked to clearly explain the nature of the complaint and the circumstances that led to it.

If the complainant is a client (e.g., an educational institution), they will be asked the following questions:

- Do you wish to terminate the engagement with the candidate in question?
- Do you want to terminate the engagement immediately, or would you prefer to wait until the investigation has been carried out?
- Would you like us to provide a replacement candidate, if appropriate?

If the complainant is a candidate, they will be asked:

- Do you wish to terminate your engagement with the client or educational institution?
- Would you prefer to terminate the engagement immediately or wait until the investigation has concluded?

Any serious allegations involving potential risks to children or concerns regarding safeguarding must be reported immediately to the appropriate senior members of our team and will be escalated according to our safeguarding procedures.

Stage 2: Initiating the Investigation

After receiving the complaint, R.T.S. recruitment will inform the complainant that we will be conducting an internal investigation. At this stage, we will explain the process of the investigation to ensure the complainant is aware of the steps we will take.

The complainant will be asked to provide a written statement detailing the complaint, along with any supporting documents, such as emails, reports, or other evidence relevant to the incident.

If the complaint is regarding a candidate, we will begin by reviewing their profile, including:

- Clearance checks and documentation submitted during their registration.
- Feedback from clients they have worked with.
- Any previous complaints or issues reported during their time working with us.

If the complaint concerns a client, we will review the client's past interactions and conduct any necessary research into the nature of their engagement with the candidate or our services.

Stage 3: Contacting the Person Subject to the Complaint

Once the initial investigation is underway, the person who is the subject of the complaint (the complaine) will be notified about the complaint. Confidentiality will be maintained on a strict need-to-know basis throughout the investigation.

If the complaine is a client, they will be asked to discuss the matter either by phone or in person to provide their version of events.

If the complainees is a candidate, they will be asked to attend a face-to-face meeting to discuss the alleged incident in detail. The purpose of this meeting is to give the candidate the opportunity to explain their side of the situation. During this meeting, R.T.S. Recruitment will evaluate the candidate's ability to continue working with us, based on the severity of the complaint.

If, during this investigation, it becomes clear that the complaint involves more serious issues or allegations (such as safeguarding concerns), we will follow our Allegations Policy and refer to relevant safeguarding protocols.

Stage 4: Resolution and Outcome of the Investigation

Following the investigation, R.T.S. Recruitment will communicate the outcome to the complainant. We will outline the steps that have been taken to resolve the complaint and provide an explanation of the findings.

If the complaint involves serious allegations and cannot be resolved internally, we will advise the complainant of any legal or external measures that must be followed. In cases involving legal action or external authorities (such as safeguarding bodies or the police), R.T.S. Recruitment will adhere to the guidance and decisions provided by those authorities when determining further actions.

Stage 5: Final Actions and Consequences

Depending on the outcome of the investigation, several potential actions may be taken:

- **For Candidates:**
If the candidate has an otherwise unblemished record and the issue is determined to be a genuine professional error, they may be required to revisit and re-sign their Terms of Engagement. In some cases, additional training or guidance may be provided to help the candidate avoid similar issues in the future.
If repeated minor issues arise or multiple complaints are made about the same candidate, R.T.S. Recruitment will review the candidate's overall performance and make a decision about whether to remove them from our register of candidates.
- **Monitoring:**
Candidates who return to work after an investigation will be closely monitored. Notes will be added to their file, and any further complaints or issues may result in termination of their engagement with us.
- **Referral to Senior Management:**
If concerns remain regarding a candidate's ability to continue working after an investigation, the case will be referred to senior management (e.g., Nathan Schall and Darren Bryson). Serious cases of professional incompetence or misconduct,

when proven to the satisfaction of the directors, will result in the candidate being immediately removed from our register.

- **Informing Authorities:**
Where necessary, if a candidate is removed from our register due to serious misconduct or safeguarding concerns, we will notify relevant authorities, including the Disclosure and Barring Service (DBS), and inform any affected clients.

6. Escalating Your Complaint

If you are not satisfied with the outcome of our internal investigation or the proposed resolution, you have the option to escalate your complaint.

First, you may request a review by another senior member of our management team. This secondary review will involve a fresh investigation and may include new interviews or additional information gathering to ensure a thorough re-evaluation of the case.

If you are still dissatisfied, you can escalate the complaint externally. As a member of the Recruitment and Employment Confederation (REC), we adhere to their Code of Professional Practice. You may contact the REC to review your complaint independently.

Additionally, the Employment Agency Standards Inspectorate (EAS), part of the UK Government, can investigate breaches of recruitment regulations. You can contact them if you believe we have violated legal or regulatory standards.

Contact details for external escalation:

- **Recruitment and Employment Confederation (REC):** www.rec.uk.com | 020 7009 2100
- **Employment Agency Standards Inspectorate (EAS):** www.gov.uk/employment-agencies | 020 7215 5000

7. Complaints About R.T.S recruitment

At R.T.S Recruitment, we are committed to providing the highest standards of service to both candidates and clients. However, we recognize that there may be occasions where our services, practices, or staff may not meet your expectations. If you have concerns or complaints about the conduct, practices, or services provided directly by our agency, we want to hear from you and take steps to resolve the issue quickly and fairly.

When to Raise a Complaint About R.T.S recruitment

You should raise a complaint if:

- You believe that the level of service provided by our staff was unsatisfactory.
- There was a breach of contractual obligations or expectations.

- You experienced unprofessional behaviour from any member of our team.
- There were delays, communication issues, or any aspect of our business practice that did not meet agreed standards.
- There were failures in safeguarding practices, compliance checks, or our internal policies.

How to Submit a Complaint

If you have a complaint specifically about R.T.S Recruitment, you can contact us via phone, email, or in writing using the following details:

- **By Email:** rtsrecruitment247@gmail.com
- **In Writing:** [108 birch lane, Longsite, Manchester M130WN]

Please provide as much detail as possible, including:

- The nature of your complaint.
- The date and time of any incidents.
- The name of the staff member (if applicable).
- Any supporting evidence, such as correspondence or documents.

What Happens Next

Once your complaint is received, we will:

- 1. Acknowledge Receipt:**
We will confirm receipt of your complaint within 2 working days and assign **Nathan Schall** or **Darren Bryson** to investigate the matter.
- 2. Internal Investigation:**
Either **Nathan Schall** or **Darren Bryson** will review the complaint and conduct an internal investigation. This may involve reviewing internal records, interviewing relevant staff, and examining any documentation provided.
- 3. Response:**
We aim to provide a formal response within 10 working days. This response will include a summary of our findings and the steps we will take to address the issue. If the investigation takes longer, we will inform you and provide an updated timeline.
- 4. Resolution:**
If the complaint is upheld, we will take appropriate steps to rectify the situation. This may involve staff retraining, changes to our internal processes, or offering a resolution specific to your case. If the complaint is not upheld, we will provide an explanation of our findings.

Escalation

If you are not satisfied with the outcome of your complaint, you may request a further review by **Nathan Schall** or **Darren Bryson**, or escalate the complaint to an external authority, as detailed in Section 6 of this policy.

8. Whistleblowing Policy

This statement should be read alongside Tara Professional Recruitment's Whistleblowing Policy.

Whistleblowing Policy

At R.T.S Recruitment, we are committed to fostering a transparent and open environment where employees, candidates, clients, and others who work with us feel empowered to raise concerns about unethical behaviour or misconduct. We believe that open communication and honesty are essential to ensuring that any issues are addressed promptly, protecting the integrity of our business and the people we serve.

Purpose of the Policy

This policy is designed to offer guidance to individuals who may encounter improper conduct, legal violations, or breaches of professional standards within R.T.S Recruitment. It provides a clear, confidential pathway to raise such concerns without fear of retribution, ensuring that all complaints are handled with professionalism and respect.

We encourage anyone who has concerns about actions or omissions that may jeopardize the safety, legal compliance, or ethical standing of our organization to come forward. These concerns could include, but are not limited to:

- Breaches of legal or regulatory requirements.
- Fraud, corruption, or financial malpractice.
- Health and safety violations.
- Abuse or mistreatment of children or vulnerable individuals.
- Unethical or improper behaviour by staff, candidates, or clients.
- Discrimination, harassment, or any other form of misconduct.

Raising Concerns in Confidence

Any individual who feels the need to raise a concern about misconduct or wrongdoing is encouraged to report it in confidence. R.T.S Recruitment guarantees that any whistleblower who acts in the public interest will be protected from retaliation. This means that no one will suffer any form of disadvantage, dismissal, or detriment as a result of bringing forward genuine concerns.

What Happens Next

Once a concern is raised, it will be reviewed promptly, and an appropriate investigation will be launched if necessary. The individual raising the concern may be asked for further information to assist in the investigation, and we will keep them informed of progress where possible, without breaching confidentiality. All investigations are conducted impartially and with sensitivity to the matter at hand.

Commitment to Ethical Conduct

We believe that maintaining high ethical standards is fundamental to our operations. Whistleblowing plays a crucial role in helping us maintain these standards and rectify any potential issues before they escalate. We are dedicated to creating a culture where concerns can be raised openly and addressed effectively, without fear of consequences.

9. Confidentiality and Data Protection

We treat all complaints in the strictest confidence. Personal data relating to your complaint will only be shared with those necessary to investigate or resolve the matter. We handle all complaints in accordance with our privacy policy and comply with UK data protection laws, including the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). Information will only be shared with third parties where required by law or with your consent.

10. Record Keeping and Monitoring

We maintain a log of all complaints received, which includes details of the complaint, how it was handled, and the outcome. This log is regularly reviewed by our management team to identify trends or areas where improvements may be needed. Monitoring complaints in this way ensures that we continuously improve our services and learn from any issues that arise.

Additionally, periodic reviews of our internal processes are conducted to ensure we remain compliant with industry standards and regulatory requirements.

11. Policy Review

This Complaints Policy is reviewed annually to ensure it remains up-to-date with legal requirements, industry standards, and best practices. Any changes to the policy will be communicated to our clients and candidates in a timely manner.

Contact Us

If you have any further questions or wish to make a complaint, please do not hesitate to contact us:

- **By Email:** rtsrecruitment247@gmail.com
- **In Writing:** [108 birch lane, Longsite, Manchester M130WN]

[Attribution](#)

This complaints policy was created using a document from Rocket Lawyer (<https://www.rocketlawyer.com/gb/en>).

