

Company Name:	Jackson Hayes Recruitment
Policy Name:	Complaint's Policy
Date:	30 October 2024

Mission

Our mission is twofold; to shape a brighter future through education by connecting schools - across the UK and international schools globally - with exceptional educators worldwide, and by inspiring people of all ages to become agents of positive change.

Complaints Procedure

1. Informal Resolution

If you have a complaint, please contact Nicole Jackson by phone 01736 808999 in the first instance so that we can try to resolve your complaint informally.

2. Escalate to Directors

If you're not satisfied after speaking with Nicole, you may reach our directors by emailing directors@jacksonhayes.co.uk.

3. Next steps

1. We will send you an email acknowledging your complaint and asking you to set out the details of your complaint. We will also let you know the name of the person who will be handling your complaint. You can expect to receive our letter within 5 days of us receiving your initial complaint.
2. We will record your complaint in our central register within a day of having received it.
3. Once we have received your reply, detailing your complaint, you will hear back from us within 5 working days confirming what will happen next.
4. We will then start to investigate your complaint. We will review the details, gathering any necessary information from our team. This may take up to 4 days.
5. After reviewing, we may invite you to discuss your complaint in person. Our goal is to resolve the issue during this meeting, which will occur within 5 days of completing our investigation.
6. Within 2 days of our meeting, or within 5 days of completing our review if a meeting isn't possible, a director will send a detailed response with any agreed-upon solutions.

**Further Action**

If you're still unsatisfied, you may contact the Employment Agencies Standards Inspectorate at the Department for Business Innovation and Skills or the REC at Dorset House, 1st Floor, 27-45 Stamford Street, London SE1 9NT.

Timeframe Adjustments

If any timeframes need adjusting, we'll notify you and explain why.

Your feedback is important to us—thank you for helping us improve our service.

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

Jackson Hayes Recruitment 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.