

Monarch Education

Complaints Policy

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Introduction

Monarch Education are committed to providing a high-quality service to all our candidates and clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. We consider any expression of dissatisfaction with our service which calls for a response as a complaint. When a complaint identifies that something has gone wrong or has fallen below expected standards it is seen as an opportunity to improve our service as well as avoid a recurrence and it can allow for practices, policies, procedures or systems to be amended as appropriate.

What is a complaint?

A complaint is an expression of dissatisfaction or a statement that something is unsatisfactory or unacceptable in ones opinion whether justified or not.

Our policy covers complaints about:

- the standard of service you should expect from us
- the behaviour or attitude of our staff in delivering that service
- any action, or perceived lack of action, by our staff

Handling complaints

Monarch Education take all complaints extremely seriously. When making a complaint you will be treated courteously and respectfully at all times. We also expect that you treat staff within Monarch Education dealing with your complaint the same way. In accordance with the Equality Act 2010 Monarch Education will treat you fairly and will not discriminate on the grounds of: age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership or pregnancy and maternity. We will deal with your complaint in a timely manner, keeping you fully informed of the progress of the investigation. We will also respond in the right way, issuing an explanation or an apology where we have got things wrong, and where relevant and appropriate, give additional information on any action taken.

Confidentiality

Monarch Education will deal with all complaints confidentially and in accordance with the requirements of the Data Protection Act 2018, subject to the need to disclose information as required by statutory authorities, framework regulations, and/or legal obligations.

Our Complaints Procedure

If you wish to make a complaint we ask that you do so in writing, via email or letter. If you require reasonable adjustments or require assistance due to a disability then we are happy to provide this to you, as necessary. In the first instance, we ask you to please contact your dedicated Monarch Education consultant who will try to resolve your complaint to your satisfaction. However, if you are not satisfied by the way your complaint is dealt with or you wish to make a formal complaint against Monarch Education or a member of its staff, please contact the Compliance and Quality Assurance Manager, Lauren Griffiths with the details. Full contact details can be found at the end of this document.

Complaints Process Flow

1. We will send you a letter/email acknowledging receipt of your complaint within **3 days** of receiving it, enclosing a copy of this policy.



2. We will then investigate your complaint. This will normally involve liaising with the appropriate Divisional Manager or Director who will review the issue and speak to the member of staff who you dealt with, if required.



3. We will then contact you to discuss your complaint and, if appropriate, invite you to a meeting. This will be done within **14 days** of sending you the acknowledgement letter / email.



4. Within **3 days** of the meeting, we will write to you to confirm what took place and any solutions that were agreed with you.



5. If you do not want a meeting or it is not possible, we will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within **21 days** of sending you the acknowledgement letter/email.



6. At this stage, if you are still not satisfied, you should contact Corinna Holden.



7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

If you are still dissatisfied

If you are not satisfied with the investigation or response, you will be referred to the Recruitment and Employment Confederation (REC) as Monarch Education is a corporate member of the REC. Their Professional Standards Team investigates complaints against REC members related to the REC Code of Professional Practice. If you are not satisfied with Monarch Education's final response, you can then make a complaint via the REC Complaints and Disciplinary Procedure.

For more information, please visit: <https://www.rec.uk.com/membership/compliance/complaints> or address your written complaint to:

REC Complaints Officer

REC Recruitment and Employment Confederation, 1st Floor, 27-45 Stamford St,
London, SE1 9NT,
www.rec.uk.com

Monarch Education will await advice from the REC's complaints Officer and will act in accordance with the REC's Complaints and Disciplinary Procedures.

Recording Complaints

Complaint details, outcomes and actions taken are recorded by Monarch Education and used for the purpose of improving our service. We record all complaints we receive and analyse them to help us understand what types of problems are most frequent and what measures we are taking to resolve them. Your feedback is very important to us and we use it to:

- ensure we get things right first time in the future if we have not already done so
- continuously improve our service
- become more customer focused
- ensure we are accountable and transparent
- act fairly and proportionately

We will handle your information so that it is only processed and retained appropriately and legally, in line with the principles of the data protection legislation.

Contact Us

Please address any complaints to the Audit and Compliance Manager at the following address:

Private and Confidential
Lauren Griffiths
Tenth Floor
Temple point
1 Temple Row
Birmingham
B2 5LG

Email: lauren.griffiths@monarcheducation.com