

AWR (Agency Worker Regulations) Complaints Policy & Procedure



Part of **tes**

To be reviewed (annually): November 2021

Version number: 1

Complaints policy

Vision for Education, ABC Teachers and Smart Teachers are committed to offering the very best in customer service to our supply workers and customers. We do all we can to try to resolve queries as quickly and efficiently as possible.

Should you have a query or a complaint with regards to the Agency Worker Regulations, in the first instance please contact your branch consultant.

Informal complaint

If you feel dissatisfied with the response from your local branch, please contact Sylvie Reid, Strategic Projects Manager, on 0114 349 1500 so that we can try and resolve the complaint informally.

Formal complaint

If you are not satisfied with the outcome and wish to make a formal complaint, please email complaints@visionforeducation.co.uk, complaints@abc-teachers.co.uk or complaints@smartteachers.co.uk or write to:

Fiona Baker
Operations Director
Vision for Education, ABC Teachers and Smart Teachers
3rd Floor
Building 3
St Paul's Place
129 Norfolk Street
Sheffield
S1 2JE

We will send you a letter acknowledging your complaint and we may ask for further details about your complaint.

You can expect to receive an acknowledgement letter within five working days of us receiving your written complaint, and confirmation of who will be handling your complaint.

Your complaint will be recorded on our central register.

We will then conduct a thorough investigation into your complaint, which may involve interviewing all parties concerned.

You will receive a written outcome to your complaint within 10 days of completion of the investigation.

If we have to change any of the timescales above, we will let you know and explain why.

AWR complaints procedure

