

## Complaints Policy

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Step Teachers is committed to ensuring that any complaints are dealt with as quickly and as appropriately as possible. If you have a complaint about Step Teachers, we want to hear about it and we will do our best to put it right. It will also allow us to review and if necessary, make changes to our processes.

Our Customer Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently, and effectively.
- To ensure that all complaints are handled in a consistent manner throughout.
- To increase customer satisfaction.
- To use complaints constructively in the planning and improvement of all services.

### How to complain

Step Teachers would like to sort out any complaint as soon as possible. Many complaints can be resolved informally.

In the first instance contact Step Teachers and, if you feel able, speak to the member of staff who is working with you or ask to speak to their manager, who will try to sort the matter out. If you make contact, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

The complaint should be made in writing (by letter or email) and sent to:

The Compliance Manager, Step Teachers Ltd, 2 Mountview Court, 310 Friern Barnet Lane, London, N20 0LD or [complaints@stepteachers.co.uk](mailto:complaints@stepteachers.co.uk)

### What happens next?

- You will receive acknowledgement of your complaint within 5 working days.
- You may be contacted to make sure that we have understood your complaint properly.
- You may be invited to a meeting by the person investigating the complaint.
- You will receive a response to your complaint within 28 working days of its receipt.

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- At this stage if you are still not satisfied you can write to us again. A Director of the company will review the Compliance Manager's decision within 10 days.
- We will let you know of the outcome of this review within 5 days of the end of the review. We will write to you confirming our final position on your complaint and explaining our reasons.

If you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business Innovation and Skills or the REC, the industry trade association, of which we are a member by writing to the Consultancy and Compliance Team, REC, 20 Queen Elizabeth Street, London, SE1 2LS.

If we have to 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.**

### Review

This policy will be reviewed annually, or sooner if required by changes in guidance, best practice or organisational needs. Latest review September 2025.