

Complaints Policy

This applies to all complainants

This policy applies to complaints from partner schools, placed teaching staff, and other individuals who interact with First Class Teachers (FCT) in a professional capacity. It does not apply to complaints about conduct that occurs on school premises during a placement -- those should be directed to the school in the first instance. Complaints or concerns about safeguarding or child protection matters must not be handled through this complaints procedure. Any safeguarding concern must be reported immediately to the FCT Designated Safeguarding Lead (dforde@firstclassteachers.com), or directly to the Local Authority Designated Officer (LADO) or Ofsted as appropriate.

First Class Teachers are 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.

Complaints Procedure

If you have a complaint, please contact us by email at complaints@firstclassteachers.com in the first instance so that we can try to resolve your complaint informally.

Next steps

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 5 days of us receiving your complaint.
2. We will record your complaint in our central register within a day of having received it.
3. We will acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 5 days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps;
 - We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request;
 - We will then examine the member of staff's reply and the information you have provided for us. If necessary we may ask you to speak to them. This will take up to 4 days from receiving their reply.



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5. A member of the Complaints team will then invite you to a meeting to discuss and hopefully resolve your complaint. This will happen within 5 days of completing the investigation.
6. Within 2 days of the meeting you will be written to confirming what took place and any solutions s/he has agreed with you.
 - If you do not want a meeting or it is not possible, we will send you a detailed reply to your complaint. This will include his/her suggestions for resolving the matter. S/he will do this within 5 days of completing his/her investigation.
7. At this stage, if you are still not satisfied you can write to the FCT Managing Director (dforde@firstclassteachers.com) to request a final internal review. If the complaint remains unresolved after internal escalation, you may refer the matter to the Recruitment & Employment Confederation (REC) or another appropriate external body.

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

Data Protection: Personal data provided as part of a complaint will be processed in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and FCT's Data Protection Policy. Data will be used only for the purpose of resolving the complaint and will be retained in line with FCT's retention schedule.

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



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