

Customer Service Policy Statement

Pro Education is a member of the Recruitment and Employment Confederation (REC) and adhere to their Code of Professional Practice. The Organisation has two inter-dependent sets of customers; its clients and its applicants.

Pro Education endeavours to provide the highest level of service to its customers at all times and in order to achieve this, we need to know of any matter that does not meet your expected level of service.

It is our aim to respond to any initial enquiry **immediately**, and where this is not possible, within **48 hours** of receipt. Subsequent communication will be in line with agreed timescales.

Complaints Procedure: If you would like to make a complaint about the service you have received or any aspect of our business, in the first instance, please contact your local Pro Education contact who will aim to resolve your complaint. If you are not satisfied with the response, then you can put the details of your complaint in writing to Joanne Fisher at the address below.

Wise Employment (Swindon) Ltd, Unit 5 Kingsdown Orchard, Hyde Road, Swindon, SN2 7RR, Email: jof@wiseemployment.co.uk

Your communication will be acknowledged within **2 working days** of receipt and where necessary we will request further information in order to investigate your complaint. Your complaint will be investigated as appropriate, which may involve speaking to other members of staff to ascertain events. Where necessary a meeting will be arranged with relevant parties to obtain further information. Once our investigation is complete, we will write to you informing you of the outcome and any course of action to be taken.

Appeal: If you are not satisfied with the outcome of your complaint, then please write to Janet Robinson, Director at the above address outlining the reasons for your dissatisfaction. Your appeal will be acknowledged within **2 days of receipt** and we will undertake a review of the initial investigation and write to you within **10 working days** with the outcome of the appeal.

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

Equal Treatment under Agency Workers Regulations:- If you have completed the 12 week qualifying period and if you believe that you are not receiving the equal treatment that you feel you should be getting, we suggest that you make an informal enquiry to find out if this has happened and if so why it has happened. It may be, for example, that you have not yet completed the qualifying period or we have made a mistake which can easily be rectified. If you do not receive a satisfactory response you are entitled to make a request for a written statement that will provide you with information about the treatment you have received. You can make a written request to Joanne Fisher at the address below, to which we will then have 28 days to respond in writing. The response to your complaint will include, as a minimum, the following information:-

- relevant information relating to the basic working and employment conditions of the workers at the place you worked
- the factors we considered when determining the basic working and employment conditions which applied to you at the time when the breach of the Agency Worker Regulations is alleged to have taken place
- where there is/was a comparable employee, we will provide relevant information which
 - explains the basis on which it is considered that an individual is a comparable employee
 - describes the relevant terms and conditions, which apply to that employee.

Wise Employment (Swindon) Ltd, Unit 5 Kingsdown Orchard, Hyde Road, Swindon, SN2 7RR, Telephone: 01793 416650 Email: jof@wiseemployment.co.uk

If you are still not satisfied, you can contact the Recruitment & Employment Confederation, our Industry's Governing Body, of which we are a member by writing to the Customer Contact Team, REC, Dorset House, First Floor, 27-45 Stamford Street, London, SE1 9NT.

This policy will be kept up to date, to reflect changes in the nature and size of the business. Our policy and its effectiveness will be reviewed annually.