



Complaints and Grievance Policy for Temporary Workers, Contractors and Candidates

Policy Statement

It is Tatton Recruitment Group Limited trading Certain Advantage, Crone Corkill, Healthii People C Simply Education’s policy to ensure that everyone who works with us is aware of how to raise complaints or grievances and have these dealt with fairly and without unreasonable delay. We aim to investigate any complaint or formal grievance you raise, reach a resolution, inform you in writing of the outcome, and give you a right of appeal if you are not satisfied.

The principal objective of this policy is to ensure that contractors, temporary workers and permanent candidates and clients understand how to raise concerns.

Issues that could cause complaints or grievances may include:

- Terms and conditions of engagement
- Health and safety
- Work relations
- Bullying and harassment
- New working practices
- Working environment
- Organisational change
- Discrimination

We operate a separate Whistleblowing Policy to enable reporting illegal activities, wrongdoing, or malpractice. However, where you are directly affected by the matter in question, or where you feel you have been victimised for an act of whistleblowing, you may raise the matter under this Procedure. If you have difficulty at any stage of the Complaints C Grievance Procedure and require reasonable adjustments, please speak to the Compliance team.

Scope of Policy

This policy applies to all temporary workers, contractors, permanent candidates and clients.

Responsibility for the policy

The board of directors has overall responsibility for ensuring this policy complies with our legal and ethical obligations.

The Compliance team have day-to-day responsibility for implementing this policy, monitoring its use and effectiveness, dealing with any queries.

Line managers with the support of the Compliance team are most likely to be responsible for carrying out procedures and processes within this policy.

Procedure / Process

To make a complaint or raise a grievance

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Our intention at all times is to act fairly and properly, if you feel that we have not met that standard, please let us know. Where there is reason to believe our conduct has fallen short, we want to be able to resolve any issues and learn from what has happened so that we can continuously improve. If you wish to make a complaint or raise a grievance, you can contact your consultant directly or you can contact the Compliance team by e-mail or post, at the following addresses. Please include full details and any relevant evidence.

By Email to: compliancequeries@simplyeducation.co.uk

By Post: FAO The Compliance Team, Simply Education, The Rural Suite, Wyboston Lakes, Great north Road, Wyboston, Bedfordshire, MK44 3AL

On receipt of your complaint

We aim to deal with complaints / grievances promptly and be courteous and helpful. We hope, too, that you will be courteous and fair in your dealings with our staff. All information received will be dealt with in accordance with the requirements of the UK General Data Protection Regulation.

We will keep full and accurate records so that we can monitor the concerns reported to us, the best way to resolve them and how long we are taking to deal with complaints.

If you raise a complaint or a grievance, we will investigate it thoroughly and impartially. We aim to resolve matters as promptly as we can, but if a complaint gives rise to serious issues, we may need to take extra time to investigate fully.

We will ensure that all decisions we make are proportionate, appropriate and fair given the circumstances of each individual complaint, we will follow the process outlined below

Stage One - Acknowledgement and Informal Resolution

Verbal Complaints - we will acknowledge your complaint as soon as it is received.

Written Complaints and grievances - we will send an acknowledgement within 2 business days of receipt.

Most complaints and grievances can be resolved quickly and informally through discussion with your consultant, manager or with the Compliance team.

We ask that you raise concerns as soon as they arise. Where concerns are raised after 3 months, we may not be able to investigate fully due to diminished evidence, as such any concerns raised after 3 months may not be investigated. However, this will be reviewed on a case-by-case basis.

When a concern is reported and there is an informal resolution a record will be made of:

- i) The nature of the concern(s)
- ii) The response to these concerns
- iii) Any action taken and the reason(s) for this

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iv) If necessary, how the situation will be monitored

Should we be unable to resolve the concerns raised informally this will be passed to an appropriate person to investigate.

Stage Two - Investigation

If your concern is not resolved informally at stage one, it will be passed to an appropriate person who was not involved in the events which led to the complaint and who is in a position and has the relevant experience complete an investigation.

The amount of any investigation required will depend on the nature of the allegations and will vary from case to case. It may involve interviewing and taking statements from you and any witnesses, and/or reviewing relevant documents.

You must co-operate fully and promptly in any investigation. This may include informing us of the names of any relevant witnesses, disclosing any relevant documents to us and attending interviews.

We will aim to respond as soon as possible, and at any event within 10 working days.

Stage Three - Resolution

Once the investigation has been completed, we will contact you with the outcome. We will detail the steps we took in investigating the complaint. We will write to you to inform you of the outcome of your complaint/grievance and any further action that we intend to take to resolve this. However, due to confidentiality we may not be able to provide specific details of action taken.

We will aim to provide a decision within 10 days of receiving your complaint, if we require further time to investigate your complaint, we will advise you and provide a revised timescale.

Appeals

If the complaint / grievance has not been resolved to your satisfaction you may appeal in writing, stating your full grounds of appeal, within five days of the date on which the decision was sent or given to you.

The appeal will be dealt with by an independent manager who has not been involved in the case previously. They will review the investigation and the outcome and any additional evidence and will provide response in writing with our final position. We will aim to respond to your appeal within 10 working days, if we require further time to investigate your complaint, we will advise you and provide a revised timescale.

We will confirm our final decision in writing. Following an appeal, this is the end of the procedure and there is no further right to appeal.

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Malicious or Vexatious Grievances

It is expected that concerns will be raised in good faith. Where it is found that a complaint or grievance has been maliciously or vexatiously raised with no founding this will be treated as misconduct.

Multiple Complaints or Grievances

The company reserves the right not to hear a complaint or grievance if it relates to one previously addressed in accordance with this procedure or the relevant procedure at the time.

Post-Engagement / Employment Grievances

Grievances raised after leaving do not follow this process and therefore may not be investigated, these will be evaluated on a case-by-case basis.

AWR

Simply Education aims to resolve any concerns relating to the Agency Workers Regulations (AWR) quickly and informally wherever possible. If a school, trust, or agency worker raises an AWR issue such as pay parity or access to facilities we will review the matter promptly with the relevant parties and seek an early resolution through clarification or corrective action. Where an issue cannot be resolved informally, it will progress through our formal complaints procedure above.

If You Are Still Not Satisfied

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

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