

### Complaints Policy

Integritas Education Recruitment Ltd is 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.

If you have a complaint, please contact the Managing Director

You can contact him at Integritas Education Recruitment Ltd [al@integritas-education.co.uk](mailto:al@integritas-education.co.uk)

1. You can expect to receive our reply within 5 days of us receiving your complaint, detailing whom will be dealing with your complaint.
  2. We will record your complaint in our central register within a day of having received it.
  3. We will then start to investigate your complaint. This will normally involve the following steps
  4. We may ask the member of staff who dealt with you originally to reply to your complaint within 5 days of our request;
  5. The Managing Director of Integritas Education will then invite you to meet to discuss and hopefully resolve your complaint. He will do this within 5 days of the end of our investigation.
  6. Within 2 days of the meeting the Managing Director will write to you to confirm what took place and any solutions that have been agreed with you.
  7. If you do not want a meeting or it is not possible The MD of Integritas Education will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. He will do this within 5 days of completing his investigation.
  8. At this stage, if you are still not satisfied you can contact the Employment Agencies Standards Inspectorate at the Department for Business Enterprise & Regulatory Reform.
- If we have to change any of the time scales above, we will let you know and explain why.

We will comply with any statutory procedures that may relate to your complaint.