

Complaints and Disciplinary Procedure

This constitutes the Supreme Recruitment formal Complaints Procedure for clients and candidates and operates in conjunction with our Terms of Business, Child Protection and Safer Recruitment policies.

1. If you wish to make a complaint, please get in touch your dedicated Consultant.
Depending on the nature and severity of the complaint, your Consultant will either:
 - a) Deal with the issue to your immediate satisfaction
 - b) Ask you to put the complaint in writing
 - c) Refer you immediately to the relevant Manager
1. For every complaint made we will respond either verbally or in writing within 24 hours.
2. Any issue still not resolved will be passed to a Senior Manager who will respond within 24 hours.
3. Any issue still not resolved will be passed to a Director who will respond within 24 hours.
4. If there is still no satisfactory outcome, the complaint may be referred to REC (full details available).
5. If a complaint has involved unacceptable behaviour by a teacher or other member of staff supplied by Supreme Recruitment and further action is agreed, the company will provide a full written account to LADO, NCTL (if applicable), DBS (if applicable), the police (if applicable).

It is our aim to satisfy any complaint as quickly and effectively as possible. However if you feel that the resolution is unsatisfactory you can refer your complaint to the REC – <https://www.rec.uk.com/>

If referrals include any of the points from section 5 above, the following links provide extra guidance and referral forms to:

NCTL

<https://www.gov.uk/>

DBS

<https://www.gov.uk/government/publications/dbs-referrals-form-and-guidance>