

Complaints Policy & Procedure

Veritas Education Recruitment Holdings 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 Emma Bjelan, Manager by telephone on 0113 403 2200 in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied please contact Philip Poole, CEO. You can write to him at: The Leadenhall Building, 122 Leadenhall Street, London EC3V 4AB or via email at ppoole@veritas-education.com

Next steps

1. We will send you an email or 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 working days of us receiving your complaint.
2. We will record your complaint in our central register within 48 hours of receiving 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 working 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.
5. Emma Bjelan will then invite you to meet him to discuss and hopefully resolve your complaint. She will do this within 5 working days of the end of our investigation.
6. Within 2 days of the meeting Emma Bjelan will write to you to confirm what took place and any solutions she has agreed with you.
 - If you do not want a meeting or it is not possible, Ashley Fielding 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.

7. At this stage, if you are still not satisfied you can write to us again. Our CEO will review Emma Bjelan's decision within 10 working days.

8. We will let you know of the outcome of this review within 5 working days of the end of the review. We will write to you confirming our final position on your complaint and explaining our reasons. If you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business Innovation and Skills or the REC, the industry trade association, of which we are a member by writing to the Consultancy and Compliance Team, REC, 20 Queen Elizabeth Street, London SE1 2LS

If we have to change any of the time scales above, we will let you know and explain why and in any event, we will comply with any statutory procedures that may relate to your complaint.

9. At this stage, if you are still not satisfied you can write to the REC, our trade association of which we are a member marked for the attention of the Consultancy and Compliance Team, REC, 20 Queen Elizabeth Street, London SE1 2LS

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