AWR (Agency Worker Regulations) Complaints Policy & Procedure

To be reviewed (annually): September 2026

Version number: 9

Complaints Policy

Vision for Education, ABC Teachers and Smart Teachers are committed to offering the very best in customer service to our supply workers and customers. We do all we can to try to resolve queries as quickly and efficiently as possible.

Should you have a query or complaint with regards to the Agency Worker Regulations, in the first instance please contact your branch consultant.

1. Aims and Principles of the Policy

This policy aims to:

- Encourage the resolution of concerns and complaints by informal means wherever possible.
- Ensure that concerns are dealt with quickly, fully and fairly and within defined time limits where possible.
- Provide effective and appropriate responses to concerns and complaints.
- Maintain good working relationships between the group and all those involved.

Key principles of the policy are:

- Accessibility - useable format, free from jargon, assuming no specialist knowledge.
- Good communication - clarification of the process involved in dealing with complaints.
- Clear and adhered to recommended timescales where appropriate.
- Clarity of roles and responsibilities of those involved in the process.
- Appropriate confidentiality which must be maintained by all involved in the process.

Informal complaint

If you feel dissatisfied with the response from your local branch, please contact Melanie Paul, Operations Support Co-Ordinator, on 0191 267 4555 so that we can try to resolve the complaint informally.

Formal complaint

If you are not satisfied with the outcome of the informal stage, and wish to make a formal complaint, please set out your complaint in writing to the corresponding company complaints inbox: complaints@visionforeducation.co.uk, complaints@abc-teachers.co.uk or complaints@smartteachers.co.uk, for the attention of

The Regional Director, either,
> Gareth Gaston (North)
> Natasha Copsey (South)
> Dan King (Midlands)

We will write to you acknowledging your complaint and we may ask for further details about your complaint.

You can expect to receive an acknowledgement letter within five working days of us receiving your written complaint, and confirmation of who will be handling your complaint. Your complaint will be recorded on our central register.

We will then conduct a thorough investigation into your complaint, which may involve interviewing all parties concerned.

You will receive a written outcome to your complaint within 28 days of your written request. Our written response will include the following:

- relevant information relating to the basic working and employment conditions of the client's workers
- the factors we considered when determining the basic working and employment conditions which applied to you at the time you allegedly did not receive the equal treatment you claim you were entitled to receive
- relevant information which explains the basis on which the client's comparable employee was identified and the relevant terms and conditions applicable to that employee.

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

Appeal stage

If the complainant remains unsatisfied by the outcome of the Formal Stage, they may appeal to the relevant Company Director who will investigate if the complaints process has been followed appropriately.

AWR complaints procedure

