



Think Education Partners Limited

Complaints Policy and Procedure

Company Name	Think Education Partners Limited ("the Company")
Document Name	Complaints Policy and Procedure
Date Adopted	2 July 2026
Version	2.0
Owner	CEO / Complaints Manager

1. Purpose and commitment

Think Education Partners Limited is committed to providing a high level of service to our clients, candidates, agency workers, franchise partners, suppliers and other stakeholders. If someone is dissatisfied with the service they have received, we want them to tell us so that we can address the issue promptly, fairly and professionally and use feedback to improve our standards.

This policy explains how a complaint can be raised, who it should be sent to, the timescales for response, how the matter will be investigated, and how a complainant can appeal if they are not satisfied with the outcome.

2. Scope

This procedure applies to complaints about the recruitment, work-finding, supply, introduction, payroll liaison, safeguarding administration, compliance administration or general service provided by Think Education Partners Limited. It applies to complaints received from clients, candidates, agency workers, permanent work-seekers, franchise partners and other relevant parties.

Where a complaint raises a safeguarding concern, allegation against a person working with children, or any concern that a child may be at risk of harm, the Company will also follow its Safeguarding and Child Protection Policy and any relevant statutory or client safeguarding procedures. Safeguarding concerns will be treated as urgent and escalated immediately.

3. How to raise a complaint

In the first instance, complaints should be raised with the person who has been dealing with the matter so that we can try to resolve the issue informally where appropriate.

If the matter cannot be resolved informally, or if the complainant would prefer to make a formal complaint, the complaint should be sent to the Complaints Manager using the details below:

Complaints Manager: Tom Hawkins, CEO

Email: contact@think-ed.co.uk

Postal address: Think Education Partners Limited, 5 Trinity Place, Midland Drive, Sutton Coldfield, England, B72 1TX

Complaints should ideally be made in writing and should include the complainant's name, contact details, the nature of the complaint, relevant dates, the people involved, any supporting information, and the outcome being sought. We will not refuse to consider a complaint simply because it is not in a particular format.



4. Acknowledgement and recording

We will acknowledge receipt of a formal complaint within 2 working days. The acknowledgement will confirm who is dealing with the complaint and may ask the complainant to clarify or provide further information where needed.

All formal complaints will be recorded in the Company's central complaints register within 1 working day of receipt. The register will record the nature of the complaint, the person responsible for handling it, key dates, the outcome, any corrective action and any learning points.

5. Investigation process

We will investigate complaints fairly, promptly and objectively. The investigation may include reviewing records, emails, booking information, compliance records, timesheet or payroll information, client communications, candidate or worker records, and speaking to relevant members of staff or franchise partners.

Where appropriate, we may ask the staff member or franchise partner who dealt with the matter to provide a response within 5 working days. We may also ask the complainant for further information or invite them to a call or meeting to discuss the complaint.

We will aim to complete the investigation and provide a written response within 10 working days of acknowledging the complaint. If the complaint is complex, or if we need information from a third party, we may need longer. If this happens, we will tell the complainant, explain why, and provide a revised timescale.

6. Outcome

Our written response will summarise the complaint, explain what we have considered, set out our findings and confirm any action we propose to take. This may include an apology, correction of an error, further explanation, staff training, changes to our processes, or another appropriate remedy.

Where a complaint identifies a compliance, safeguarding, data protection, payroll, AWR, right to work, DBS, reference, qualification, contract or other regulatory issue, this will be escalated internally to ensure any required corrective action is taken and recorded.

7. Appeal / review process

If the complainant is not satisfied with the outcome, they may ask for the complaint to be reviewed. The request for review should be made in writing within 10 working days of the date of our written response and should explain why the complainant remains dissatisfied.

Where possible, the review will be carried out by a director or senior person who was not directly involved in the original complaint response. We will aim to complete the review and provide our final written response within 10 working days. If we need more time, we will explain why and provide a revised timescale.

8. External escalation

If the complainant remains dissatisfied after our internal process has been completed, they 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.

They can also contact the Fair Work Agency, which is the government authority responsible for the enforcement of certain agency worker rights, by calling 0345 161 6000.

In any event, we will comply with any statutory procedure that may relate to the complaint.



9. Confidentiality and data protection

Complaints will be handled confidentially and information will only be shared with those who need it in order to investigate, respond to, escalate or resolve the complaint, or where disclosure is required by law, regulation, safeguarding obligations, client requirements or professional standards.

Personal data processed as part of a complaint will be handled in accordance with the Company's Data Protection Policy and Privacy Notice.

10. Learning and continuous improvement

The Company will review complaints and feedback to identify trends, recurring issues and opportunities to improve its services. Where a complaint identifies a process gap, training need or compliance issue, corrective action will be recorded and followed up.

The complaints register will be reviewed periodically by senior management as part of the Company's quality assurance and compliance monitoring arrangements.

11. Accessibility

This Complaints Policy and Procedure will be made available to clients, candidates, agency workers and other complainants. A copy will be available on the Company's website and can also be provided by email on request.

If a complainant needs help to access or use this procedure, or needs information in a different format, they should contact us at contact@think-ed.co.uk and we will make reasonable adjustments where appropriate.

12. Summary of complaint timescales

Stage	Timescale
Acknowledge formal complaint	Within 2 working days of receipt
Record complaint in central register	Within 1 working day of receipt
Staff/franchise partner response where required	Normally within 5 working days of request
Written investigation response	Normally within 10 working days of acknowledgement
Request for review/appeal by complainant	Within 10 working days of our written response
Final review response	Normally within 10 working days of review request

13. Approval and review

This policy will be reviewed at least annually, or earlier if there is a material change in legislation, REC requirements, Company processes, or following a complaint or audit finding that indicates a review is required.

Approved by	Tom Hawkins, CEO
Date	2 July 2026
Next review date	2 July 2027