

Hazel Tree Education is committed to providing a high-level service to our candidates and clients. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

Complaints Procedure

If you have a complaint, please contact Liz Monks (Head of Operations) by phone on 01942 945671 in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied please contact Nicola Stewart-Smith (Director). You can email her at nicola@hazel-tree.co.uk.

Next steps

1. We will send you an email 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 email within 1-3 days of us receiving your complaint.
2. We will record your complaint in our central register within a day of having received it.
3. We will acknowledge your reply to our acknowledgment email and confirm what will happen next. You can expect to receive our acknowledgement email within 1-3 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. Liz Monks will then invite you to meet her either in person or via video link to discuss and hopefully resolve your complaint. She will do this within 5 days of the end of our investigation.
6. Within 2 days of the meeting Liz Monks will email 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, Liz Monks will send you a detailed reply to your complaint. This will include her suggestions for resolving the matter. She will do this within 5 days of completing her investigation.



Complaints Policy

7. We will let you know of the outcome of this review within 5 days of the end of the review. We will email 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 and Trade, 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.

Reviewed: September 2025

Next review: September 2026

Reviewed by: Liz Monks