



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 relating specifically to Agency Workers Regulations (AWR), including equal treatment, pay, working time or access to facilities, will be handled in accordance with Hazel Tree Education’s Agency Workers Regulations (AWR) Complaints Policy.

**Complaints Procedure**

If you have a complaint, please contact a **Director of Hazel Tree Education** by phone on 01942 945671 or by email at [stephanie@hazel-tree.co.uk](mailto:stephanie@hazel-tree.co.uk)/[nicola@hazel-tree.co.uk](mailto:nicola@hazel-tree.co.uk), in the first instance so that we can try to resolve your complaint informally.

**Next steps**

1. **Acknowledgement**  
We will acknowledge receipt of your complaint in writing within **5 working days**, confirm our understanding of the issue, and advise who will be dealing with your complaint.
2. **Recording**  
Your complaint will be recorded in our central complaints register within **one working day** of receipt.
3. **Investigation**  
We will investigate your complaint. This may include:
  - o Requesting information from the consultant or staff member involved;
  - o Reviewing assignment records and any information you have provided;
  - o Contacting you for clarification where necessary.
4. **Discussion (if appropriate)**  
Where helpful, a Director may invite you to a meeting (in person or via video link) to discuss the complaint and seek a resolution.
5. **Response and Outcome**  
We will provide you with a written response **within 28 days** of receiving your complaint, setting out:
  - o The outcome of our investigation;
  - o Any action taken or proposed;
  - o Our final position and reasons.

If you remain dissatisfied, you may contact the **Employment Agency Standards Inspectorate (EAS)** at the Department for Business and Trade or the **Recruitment & Employment Confederation (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.

<b>Reviewed</b>	<b>Version</b>	<b>Policy Reviewer</b>
Jan 26	V1.0	Stephanie Stewart-Smith