

# Complaints Policy and Procedure for Axcis Customers

## Introduction

This constitutes the Axcis Education formal Complaints Policy and Procedure for Axcis customers and operates in conjunction with our Terms of Business. Axcis Education is committed to providing a high-level service to all our customers. If you are not satisfied with the service you receive from us, we need you to tell us about it. This will help us to improve our standards.

## Procedures

If you have a complaint, please contact your local Branch Manager/Consultant by telephone in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied, please contact the HR team for Axcis Education. Their contact details are at the end of this policy. It is the aim of Axcis Education to satisfy any complaint as quickly and effectively as possible.

### Next steps

1. You will receive a letter/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 letter/email within 7 (seven) days of us receiving your complaint.
2. We will record your complaint in our central register within 48 hours of having received 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 7 (seven) 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 7 (seven) 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 7 (seven) days from receiving their reply.

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5. We will send you a detailed reply to your complaint. This will include suggestions for resolving the matter. This will be sent to you within 7 (seven) days of completing the investigation.
6. At this stage, if you are still not satisfied you can write to us again. Another Director of the company will review the decision within 10 days.
7. We will let you know of the outcome of this review within 7 (seven) 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 Axcis is a member by writing to the Consultancy and Compliance Team, REC, Dorset House, 1<sup>st</sup> Floor, 27 - 45 Stamford Street, London, SE1 9NT.

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

## Communicating this Policy

- This Policy will be communicated to contractors at their initial induction interview / briefing and thereafter from time to time, as determined appropriate by Axcis Education. This Policy is available on the Axcis Education website and is communicated to all clients.

The contact details for Axcis Education are as follows:

Contact Point	Number or e-mail	Notes
Landline	0207 580 2956	Use during office hours
Martin Keddie	0207 580 2956	Associate Director – HR & Candidate Management
Sara Wills	0207 580 2956	HR & Training Director
E-mails	<a href="mailto:martin@axcis.co.uk">martin@axcis.co.uk</a> <a href="mailto:sara@axcis.co.uk">sara@axcis.co.uk</a>	E-mails are periodically checked out of hours

Signed: Paul Gold

Position: CEO

Date: 9<sup>th</sup> December 2024

Revision date: Annually

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