

Complaints Policy and Procedure

Coba Education is committed to providing a high level service to our Schools and Teachers. 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 Karen Thomas, Head of Back Office Operations by phone on 01604 646333 in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied please contact Martin Chamberlain, Managing Director. You can write to him at:

Coba Education
5 Brookfield
Duncan Close
Moulton Park
Northampton
NN3 6WL

Next steps

1. We will send you a letter 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 within 5 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 letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 5 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. Coba Education will then invite you to meeting to discuss and hopefully resolve your complaint. We will do this within 5 days of the end of our investigation.
6. Within 2 days of the meeting Coba Education will write to you to confirm what took place and any solutions we have agreed with you.
 - If you do not want a meeting or it is not possible, Coba Education will send you a detailed reply to your complaint. This will include suggestions for resolving the matter. We will do this within 5 days of completing our investigation.

7. At this stage, if you are still not satisfied you can write to us again. We will review the decision within 10 days.

8. We will let you know of the outcome of this review within 5 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 we are a member by writing to the Consultancy and Compliance Team, REC, Dorset House, 1st 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.

NOTE: In any event, we will comply with any statutory procedures that may relate to your complaint.

AWR Complaints Procedure:

If you have an AWR complaint, please contact Karen Thomas, Head of Back Office Operations by phone on 01604 646333 in the first instance so that we can try to resolve your complaint informally.

Day One rights are the sole responsibility of the client so the agency worker should address requests for information to the client. However, if an agency worker believes that s/he has not received his/her equal treatment rights, the Regulations allow the agency worker to request a written statement from an agency requesting information about the treatment that the agency worker has received (though s/he can only do this once s/he has completed the 12 week qualifying period).

To trigger this formal procedure, the agency worker must make the request in writing. Once the agency receives this request it will have 28 days to respond and in order to comply with the Regulations the written response must include the following information:

1. relevant information relating to the basic working and employment conditions of the client's workers;
2. the factors the agency considered when determining the basic working and employment conditions which applied to the agency worker at the time s/he allegedly did not receive the equal treatment they claim they were entitled to receive;
3. 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 the agency does not comply with this request, the agency worker can instead request a written statement from the client as to the information about the relevant basic working and employment conditions that apply to the client's own workers, once 30 days from the date of the original request to the agency has passed.

Requests for information regarding Day One rights

If an agency worker believes that the right to access the client's collective facilities and amenities, or to receive information about relevant client vacancies has been breached, the agency worker can request information directly from the client about the access facilities and vacancies which is offered to the client's own workers. The agency worker can go directly to the client in respect of these rights without contacting the agency in the first instance.

What happens if the agency or client fails to respond to the request for information?

The failure to respond to an agency worker's request for information by either the agency or client may have serious consequences in the event that an agency worker makes a claim to an Employment Tribunal for either a failure to provide equal treatment (basic working and employment conditions) or a failure to provide access to collective facilities and amenities and vacancies. If an Employment Tribunal finds that the agency or client deliberately and without good reason failed to provide the information requested, or that any written statement given in response to an information request is evasive or equivocal, it will be able draw an inference that the agency worker's rights have been breached.