



Complaints Policy

4myschools is committed to providing a high-level service to our customers. If you are not satisfied, we need you to tell us either in 4myschools feedback survey link sent as part of our standard operation or following the procedure below.

Clients have a link in every assignment confirmation to give feedback on our supply staff so we can either congratulate them or deal with any issues raised. This will help us to improve our standards.

Candidates are sent annual feedback surveys about our quality of service.

Complaints Procedure

If you have a complaint, please contact Simone Payne, CEO on 01245 353808, email simone.payne@4myschools.org or write to her at:

4myschools, Waterhouse Business Centre, Cromar Way, Chelmsford, Essex. CM1 2QE

If you are still not satisfied, please contact Simone Payne, CEO on the number and address above.

Next steps

- We will write acknowledging your complaint and ask you to confirm 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 correspondence within 2 days of us receiving your complaint.
- We will record your complaint in our central complaints file within a day of receiving it.
- We will acknowledge your reply in writing and confirm what will happen next. You can expect to receive our acknowledgement within 2 days of your reply.
- 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.
 - If necessary, we may ask you to speak to them. This will take up to 4 days from receiving their reply.
- The Manager will then invite you to meet them to discuss and hopefully resolve your complaint. They will do this within 5 days of the end of the investigation.
- Within 2 days of the meeting, the Manager will write to you to confirm what took place and any solutions they have agreed with you.
- If you do not want a meeting, or it is not possible, the Manager will send you a detailed reply to your complaint. This will include their suggestions for resolving the matter. They will do this within 5 days of completing their investigation.
- At this stage, if you are still not satisfied, you can write to 4myschools again. The CEO will review the Managers decision within 10 days.
- We will let you know 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](#) or the [Recruitment & Employment Confederation](#), our trade association of which we are a corporate members.

- If we must change any of the time scales above, we will let you know and explain why.

Agency Worker Regulations and equal treatment

- AWR is central to our business, and we want candidates to receive equal treatment from day 1.
- AWR is discussed at length during registration interviews including pay parity.

What is meant by 'Agency Worker'?

An agency worker is engaged by an agency and supplied to work under the supervision and direction of another business.

What is The Agency Workers Regulations 2010?

The Agency Workers Regulations 2010 (AWR) give supply teachers who are supplied to schools by agencies the right to be engaged on at least the same terms and conditions as teachers who are employed by schools directly. This is referred to as equal treatment.

From Day 1 of an assignment, you are entitled to:

- Access to same facilities as an employee such as staff canteens, food and drinks machines, toilets, showers, childcare, workplace crèche, car parking, or transport services.
- To be informed about any job vacancies, although you may not always be eligible to apply for them.

After 12 weeks on an assignment, you are entitled to:

- Equal pay as a permanent employee doing the same job.
- Equal treatment with permanent employees regarding rest breaks, holiday entitlement, and working time
Paid time off for an ante-natal appointments.

Agency worker redress?

If an agency worker felt that the school or agency had failed in their obligations under AWR they would initially discuss the issue with the school and 4myschools, who have 28 days to respond to the worker's request for information.

If we fail to reach an agreement the worker can seek redress through an employment tribunal.

Who is liable?

The school or 4myschools could both/all be liable if they have been involved in the assignment of the worker and would have to demonstrate that they had taken "reasonable steps" to provide the information required from the hirer.

Agency worker obligations

The agency worker must provide details to the agency of where they have worked in the past, the days they worked and if they have or are about to meet the 12-week qualifying period for equal treatment at a specific school.

Whilst 4myschools maintains records of all assignments through 4myschools we are unable to maintain records of assignments undertaken at schools through other agencies without the overt support of the worker.



What steps can an agency worker take before issuing a claim in the Employment Tribunal?

1. Requests for information to the agency/client

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 4myschools 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 to simone.payne@4myschools.org.

Once 4myschools receives this request it will respond in writing within 28 days including the following information:

- relevant information relating to the basic working and employment conditions of the client's workers;
- 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;
- relevant information which explains the basis on which the client's comparable employee was identified.
- describes the relevant terms and conditions applicable to that employee.

If the agency worker is not satisfied with the response, 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.

2. 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.

AWR Compliance:

- Please keep a record of dates worked irrespective of which agency you/ they were assigned through.
- Alert us in the 10th qualifying week if we have not already spoken to you about qualifying for equal treatment. We can provide you with a report detailing all 4myschools assignments.
- 4myschools track all assignments in our CRM and are fully AWR compliant we believe in equal pay and treatment.

If you feel you or a candidate has not been treated fairly regarding any aspect of AWR or equal treatment, please contact your dedicated consultant in the first instance by phone and following up by email with specific details if you are still not satisfied.

If your concerns are not satisfied, please follow the complaints procedure above.

Simone Payne CEO