

# Complaints and Disciplinary Procedure

## Introduction

This constitutes the Axcis Education formal Complaints Procedure for clients and contractors and operates in conjunction with our Terms of Business, Child Protection Policy and Recruitment, Selection and Vetting Policy.

## Procedures

1. In the case of any complaint please initially contact your Consultant. Depending on the nature and severity of the complaint, your dedicated Consultant will either:
  - a) Deal with the issue to your immediate satisfaction
  - b) Ask you to put the complaint in writing
  - c) Refer you immediately to the relevant Manager

In each case there will be a response either verbally or in writing within 7 (seven) calendar days.

2. Any issue still not resolved will be passed to a Senior Manager who will respond within 7 (seven) calendar days.
3. Any issue still not resolved will be passed to a Director who will respond within 10 (ten) calendar days.
4. If there is still no satisfactory outcome, the complaint may be referred to the REC (full details available).
5. If a complaint has involved unacceptable behaviour by a contractor supplied by Axcis Education and further action is agreed, Axcis Education will provide a full written account to LADO, TRA (if applicable), DBS (if applicable) and the police (if applicable).

It is the aim of Axcis Education to satisfy any complaint as quickly and effectively as possible. However, if you feel that the resolution is unsatisfactory you can refer your complaint to the REC – <https://www.rec.uk.com/>

If referrals are to be as per Point 5 above, the following links provide extra guidance and referral forms to:

TRA

<https://www.gov.uk/government/organisations/teaching-regulation-agency>

DBS

<https://www.gov.uk/government/publications/dbs-referrals-form-and-guidance>

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## 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: 31<sup>st</sup> July 2025

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