



Change Agents UK

## Complaints & Feedback Policy

### Policy & Procedure

At Change Agents UK we are committed to providing a high-quality, transparent and accessible service to all. Receiving feedback is vital to us, whether it's a general comment or observation about our services, a compliment about something we've done well or something you're not happy with, we need to hear from you. We listen to your views, treat them seriously, and learn from them so that we can continuously improve and grow as an organisation.

### Formal Complaints

If you have a formal complaint, please contact our CEO Lexie Jones at the address or email below. Please provide as much detail as possible regarding your concerns.

***Change Agents UK***

*Oakham Railway Station*

*Station Approach*

*Oakham*

*Rutland*

*LE15 6RE*

[contact@changeagents.org.uk](mailto:contact@changeagents.org.uk)

### Next Steps

1. Once received, complaints are stored within our central register. We will reply in writing to acknowledge your complaint within 5 days. At this stage we will assign a member of our team to handle your case directly.
2. Your case manager will then contact you directly to outline the next steps and agree time frames. We will also notify you at this stage if any immediate action is required.
3. All complaints will be subject to robust investigation. The investigation will employ a number of methods to ensure that key evidence is collated and that the case is assessed in an impartial way. At this stage we may need to engage relevant parties to:
  - Conduct interviews
  - Review documents and other evidence
  - Document the investigation
  - Evaluate the evidence
4. Once your case has been investigated and reviewed, we will contact you to discuss our findings and actions to resolve the issue. We will then write to you to confirm our final position on your complaint and any solutions that have been proposed or agreed with you.

5. Finally, an internal review will be conducted, during this stage we will seek to identify opportunities to improve our services and processes. Every effort will be made to ensure that any issues are resolved and that the risk of recurrence is minimised.

The time required for each stage will vary depending on the nature and severity of your complaint, however, your case manager will work to resolve your complaint in a timely and efficient manner and ensure you are kept updated with progress.

### **Escalation**

We will always work to resolve issues fairly, amicably and effectively. However, should you remain dissatisfied and wish to take the matter further, you may contact the Recruitment & Employment Confederation (REC). The REC are an industry trade association, of which we are a member.

**REC**  
*15 Welbeck Street*  
*London*  
*W1G 9XT*

Please visit the REC website for more details

[www.rec.uk.com/](http://www.rec.uk.com/)

### **Comments and Compliments**

Whilst complaints are of vital importance, it is also nice to hear from you with any suggestions or to let us know when we have done a good job as these provide great learning opportunities too.

Please visit our website to get in touch

[www.changeagents.org.uk/contact-us](http://www.changeagents.org.uk/contact-us)