



# SENnections Complaints Policy & Procedure

**Version:** 1.0

**Effective Date:** \_\_\_\_\_

**Review Date:** \_\_\_\_\_

**Policy Owner:** SENnections Management

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## Purpose

SENnections is committed to providing a professional, high-quality recruitment service to schools, educational settings, candidates and other stakeholders.

We welcome feedback and recognise that complaints provide an opportunity to improve our services. This policy outlines how complaints will be managed fairly, consistently and confidentially.

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## Scope

This policy applies to complaints made by:

- Schools and educational settings
- Candidates registered with SENnections
- Employees of SENnections
- Parents or carers (where appropriate)
- Members of the public
- Other stakeholders

This procedure does not replace safeguarding procedures. Where a complaint raises a safeguarding concern, SENnections will follow its Safeguarding and Child Protection procedures immediately.

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# Our Commitment

SENnections aims to:

- Treat all complaints seriously and impartially.
- Respond in a timely manner.
- Investigate complaints fairly.
- Maintain confidentiality where appropriate.
- Learn from complaints to improve our services.

No person will be treated unfairly for raising a genuine complaint in good faith.

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# How to Make a Complaint

Complaints may be submitted:

- By email
- In writing
- Using the SENnections Complaints Form

Where possible, complaints should include:

- Name and contact details
  - Date of the incident
  - Details of the complaint
  - Any supporting evidence
  - Desired outcome
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# Complaint Handling Process

## Stage 1 – Receipt

SENnections will acknowledge receipt of the complaint within **two working days**.

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## Stage 2 – Investigation

A member of management will:

- Review the information provided.

- Gather relevant evidence.
- Speak to relevant individuals where necessary.
- Consider applicable legislation, contractual obligations and company policies.

Where additional time is required due to the complexity of the complaint, the complainant will be informed.

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### **Stage 3 – Outcome**

A written response will normally be provided within **ten working days** of receiving the complaint.

The response will include:

- A summary of the investigation.
  - Findings.
  - Any action taken or proposed.
  - Information about the review process if the complainant remains dissatisfied.
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## **Escalation**

If the complainant remains dissatisfied, they may request that the complaint is reviewed by a senior member of SENnections management.

The request for review should normally be made within **10 working days** of receiving the outcome.

The review decision will normally be final unless the matter relates to legal or regulatory requirements.

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## **Confidentiality**

All complaints will be handled confidentially and shared only with those who need the information to investigate or resolve the matter.

Information will be processed in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

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## **Safeguarding Concerns**

Where a complaint indicates that a child or vulnerable person may be at risk of harm, SENnections will prioritise safeguarding procedures over this complaints process.

Such concerns may be referred to:

- The relevant educational setting.
  - Children's Social Care.
  - The Local Authority Designated Officer (LADO), where appropriate.
  - The Police, where required.
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## Record Keeping

SENnections will maintain secure records of:

- Complaints received.
- Investigations undertaken.
- Correspondence.
- Outcomes.
- Actions implemented.

Records will be retained in accordance with the company's Data Retention Policy.

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## Continuous Improvement

Complaint trends will be reviewed periodically to identify opportunities to improve recruitment practices, candidate management, client service and safeguarding arrangements.

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## Monitoring and Review

This policy will be reviewed annually or sooner if there are changes to legislation, regulatory guidance or company procedures.

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## Contact Details

Complaints should be directed to:

**SENnections Management**

Email: [info@sennnections.co.uk](mailto:info@sennnections.co.uk)

Telephone: 07487601018

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## **Policy Acknowledgement**

This policy is publicly available and forms part of SENnections' commitment to providing a transparent, professional and accountable recruitment service.