Complaints Policy

Castle Education (Yorkshire) Ltd

Version	**1.0**
Policy owner	Romilly Wakeling – MD
Operational lead	Branch managers
Effective date	September 2026
Review	August 2026
Scope	All

Complaints Policy

Castle Education is committed to providing a high-level service to our customers. 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 Rob Lazenby by phone on 01723 365432 in the first instance so that we can try to resolve your complaint informally.

If you have a complaint about Castle Education's handling of your personal data, or the data of an individual you represent, you can raise a complaint under this Procedure. We will acknowledge any data related complaints within 30 days of receiving them. We will investigate data relating complaints in line with this procedure and aim to provide an outcome without undue delay.

At this stage, if you are not satisfied, please contact Romilly Wakeling, Managing Director. You can write to her at: Castle Education Head Office 10a, 11a Newchase Ct, Hopper Hill Rd, Eastfield, Scarborough YO11 3YS.

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. Romilly Wakeling will then invite you to meet him/her to discuss and hopefully resolve your complaint. She will do this within 5 days of the end of our investigation.

6. Within 2 days of the meeting Romilly Wakeling will write to you to confirm what took place and any solutions she has agreed with you.

    - If you do not want a meeting or it is not possible, Romilly Wakeling will send you a detailed reply to your complaint. This will include her suggestions for resolving the matter. She will do this within 5 days of completing his/her investigation.

7. At this stage, if you are still not satisfied you can write to us again. Another Director of the company will review Romilly Wakeling's 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 write to the REC, our trade association of which we are a member marked for the attention of the Consultancy and Compliance Team, REC, 20 Queen Elizabeth Street, London, SE1 2LS, or you can contact the Fair Work Agency, which is the government authority responsible for the enforcement of certain agency worker rights, by calling 0345 161 6000.

    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.