

Complaints Policy and Procedure

Company	SENDhelp Education Limited (company number 16582212)
Version	1.0
Effective date	6 August 2026
Approved by	James Lunn, Chief Financial Officer and Compliance Director
Policy owner	Chief Financial Officer and Compliance Director
Review date	August 2027, or earlier if required

1. Purpose

SENDhelp Education Limited (*SENDhelp*) is committed to providing a professional, responsive and high quality service. We welcome feedback and take complaints seriously. Complaints help us identify problems, put matters right where appropriate and improve our services and standards.

2. Scope

This procedure is available to candidates, agency workers, clients, schools, education provisions, local authorities, parents, carers and any other person affected by SENDhelp's services or activities.

It covers complaints about, for example:

- the recruitment, registration or placement process;
- the conduct, communication or service provided by SENDhelp staff or representatives;
- pay, timesheets, assignment information or other administrative matters;
- the suitability or conduct of an agency worker supplied by SENDhelp;
- the handling of personal information; and
- any other aspect of SENDhelp's services.

Complaints raised by SENDhelp employees about their own employment will normally be handled under the relevant internal grievance procedure. Matters involving safeguarding, whistleblowing, fraud, criminal conduct or an immediate risk of harm may also need to be handled under another policy or referred promptly to an appropriate authority.

3. How to make a complaint

A concern may be raised informally with your usual SENDhelp contact where that is appropriate. A formal complaint should be made as soon as reasonably practicable and should be addressed to:

James Lunn

Chief Financial Officer and Compliance Director

Email: james@send-help.co.uk

Telephone: 01727 567 359

Post: SENDhelp Education Limited, Arquen House, Spicer Street, St Albans, AL3 4PQ

If James Lunn is unavailable, or the complaint is about him, the complaint should instead be addressed to another Director of SENDhelp Education Limited. It may be sent directly to that Director, or emailed to info@send-help.co.uk or posted to the address above, clearly marked "Private and Confidential: for the attention of a Director other than James Lunn".

SENDhelp Education Limited

Complaints may be made by email, telephone or post, although a written complaint will usually help us investigate efficiently. Please provide, where possible:

- your name and contact details;
- the nature of the complaint and the person, service or assignment concerned;
- relevant dates and a clear description of what happened;
- copies of any relevant documents or other evidence; and
- the outcome or resolution you are seeking.

We may consider anonymous complaints, but anonymity can limit our ability to investigate, seek clarification or provide an outcome.

4. How we will handle a complaint

Acknowledgement: We will acknowledge a formal complaint within 5 working days. We will confirm who is handling it and, where necessary, ask for further information.

Recording: The complaint will be entered in SENDhelp's complaints register and handled confidentially so far as reasonably possible.

Investigation: The complaint handler will review the information provided, relevant records and any response from the person or team concerned. They may contact the complainant or other relevant people for clarification. A person who is the subject of the complaint will not determine the outcome.

Response: We will aim to provide a written outcome within 20 working days of acknowledging the complaint. The response will summarise the issues considered, the conclusions reached and any action or proposed resolution. A meeting or call may be offered where this would assist.

Delay: If the complaint is complex or we cannot meet the stated timescale, we will explain why, provide an update and give a revised target date.

5. Review of the outcome

If you remain dissatisfied, you may request a review within 10 working days of receiving the written outcome. Please explain why you disagree with the outcome and identify any material information you believe was overlooked.

The review will be carried out by another Director who was not responsible for the original decision, where reasonably practicable. Given SENDhelp's small size, if an uninvolved Director is not reasonably available, SENDhelp may obtain assistance from an appropriately independent external adviser. We will aim to issue our final response within 15 working days of receiving the review request.

6. Data protection complaints

This procedure also applies where you are unhappy with how SENDhelp has handled your personal information, or the personal information of someone you are authorised to represent. Such complaints may be made electronically using the email addresses above.

Our general target is to acknowledge all formal complaints within 5 working days. In every case, a data protection complaint will be acknowledged within 30 calendar days. We will take appropriate steps to investigate it without undue delay, keep you informed where appropriate and communicate the outcome.

If you remain dissatisfied with SENDhelp's handling of a data protection matter, you may raise the matter with the Information Commissioner's Office at ico.org.uk.

7. Safeguarding and urgent concerns

Any complaint suggesting that a child, young person or vulnerable adult may be at risk will be treated as a safeguarding concern and handled without delay under SENDhelp's safeguarding arrangements. Information may be shared with the relevant school or provision, designated safeguarding lead, local authority, Local Authority Designated Officer, police or another appropriate body where necessary.

In an emergency or where there is an immediate risk of harm, contact the emergency services or the relevant safeguarding authority directly. This complaints procedure must not delay urgent protective action.

8. External escalation

After SENDhelp's internal procedure has been completed, a complainant may be able to contact an appropriate external body, depending on the nature of the complaint:

- Recruitment and Employment Confederation (REC): complaints about an REC member may be referred to the REC's Consultancy and Compliance Team, 20 Queen Elizabeth Street, London, SE1 2LS. Further information is available at rec.uk.com/recruiters/compliance/complaints.
- Fair Work Agency: concerns about certain recruitment agency or agency worker rights may be raised by emailing contact@fairworkagency.gov.uk or calling 0345 161 6000.
- Information Commissioner's Office: concerns about the use of personal information may be raised through ico.org.uk.

Nothing in this policy prevents any person from exercising a statutory right or contacting a regulator, law enforcement body, safeguarding authority or other relevant organisation where appropriate.

9. Fair treatment, confidentiality and records

- Complaints will be considered fairly, objectively and without unnecessary delay.
- A person will not be disadvantaged for raising a genuine complaint in good faith.
- Information will be shared only with those who reasonably need it to investigate, respond, protect individuals or comply with legal and regulatory duties.
- SENDhelp will retain an appropriate record of the complaint, the investigation, the outcome and any remedial action in line with its data retention requirements.
- Complaint trends and outcomes may be reviewed to identify improvements to services, training, systems and controls.

10. Policy review

This policy will be reviewed at least annually and sooner where there is a material change to SENDhelp's business, legal or regulatory requirements, or learning from complaints.

Approved for publication and use from 6 August 2026