

Complaints Policy

Master Class Education is committed to providing a high-level of service to our customers. We hope that we always meet client and candidate satisfaction and achieve the standards of service that we promise, however if MCE have not delivered on this, please use our policy to inform us. MCE are committed to improving and all complaints will be investigated and handled with a view to develop.

This policy is intended to ensure MCE deals with complaints fairly and efficiently, we aim to make any complainants feel secure that any concerns are listened to and adequately acted upon. This policy should be properly implemented to ensure effective outcomes.

Complaints Procedure

If you have a complaint, please contact our Complaints Department by phone on 0203 735 2322 or by email at info@mcegroup.co.uk. MCE will request any information necessary to understand and investigate the matter fully. Our aim is to resolve your concern as quickly as possible and to restore your confidence in our services.

Where appropriate, MCE will seek to resolve your complaint informally in the first instance. This may involve discussing the issue with you directly, clarifying any misunderstandings, and taking prompt corrective action. Informal resolution allows many concerns to be addressed swiftly and constructively without the need for a formal investigation. If the matter cannot be resolved informally, or if you prefer a formal process, your complaint will be escalated in line with our formal complaint procedure.

At this stage, if you are not satisfied, please contact a director at complaints@mcegroup.co.uk or you can write to:

*Master Class Education
CREATE Business Hub
101-135 Kings Road
Brentwood
CM14 4DR*

Next steps

1. We will acknowledge your complaint within 24 hours of receiving it, we may ask 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 full response within 30 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 then start the investigation into your complaint. This will normally involve the following steps.
4. If necessary, MCE will interview anyone involved in the matter (they have the right to be accompanied) and ask the member of staff who dealt with you to respond to your complaint, offering them the opportunity to provide their version, this will need to be a detailed statement.
5. MCE will review any evidence relating to the complaint, including phone and email records.
6. MCE will examine all the evidence. If necessary, we may ask you for more information.

7. The complaints department will then invite you to speak with them to discuss and hopefully resolve your complaint based on the information provided. They will do this within 10 days of the end of our investigation.
8. Within 2 days of discussing the investigation with the complainant, MCE will write to them to confirm what took place and any solutions that have been agreed.
9. If you do not want a meeting or it is not possible, MCE will send a detailed reply to your complaint. This will include suggestions for resolving the matter. This will be done within 10 days of completing the investigation.
10. At this stage, if you are still not satisfied you can write to us again within 10 working days. Another Director of the company who has had no prior involvement will review decision within 10 days.
11. 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 to confirm our final position regarding your complaint and explain our reasons. If you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business Innovation and Skills or the REC, the industry trade association, of which we are a member by writing to the Consultancy and Compliance Team, REC, 20 Queen Elizabeth Street London SE1 2LS.

If we must change any of the time scales above, we will let you know and explain why.

Expected Behaviour / Zero Tolerance Statement

Master Class Education is committed to ensuring that all complainants are treated with respect and courtesy throughout the complaints process. In return, we expect all individuals who contact us to behave in a respectful and appropriate manner. We will not tolerate abusive, aggressive, discriminatory, threatening or intimidating behaviour towards our staff. Where behaviour is deemed unacceptable, we reserve the right to limit or withdraw contact, suspend the investigation, or take any other appropriate action to safeguard our employees. Any such decisions will be communicated in writing.

Dealing with Equal Treatment complaints

If an agency worker has reason to believe that they have completed their 12-week qualifying period but has not received equal treatment rights, they have the right to appeal and request an inquiry. In the first instance MCE will try to deal with the complaint informally, we will take all necessary information from the complainant, and cross reference to this with the data we have on file, MCE will contact the client to ensure we have relevant and up-to-date information. MCE will review the data collected and contact all parties to confirm the outcome, if the candidate received the same rights as per the qualifying period we will provide a statement to the candidate to explain this, in cases where the candidate has not received equal treatment, MCE will rectify the situation immediately, if any monies/ benefits are due MCE will endeavour to pay monies owed to the candidate in their next pay run, unless otherwise agreed with the candidate, any adjustments necessary will be made with clients. When complaints cannot be dealt with informally or a candidate is not satisfied with the outcome a request must be made in writing and any inquiries will be investigated, the worker will receive a response within 28 days. Refer to our complaints policy to make a formal complaint.

During the investigation Master Class Education will request certain information from their client to determine whether the appeal is justified, this can include but is not limited to; rate of pay, annual leave entitlement and working conditions and will also inform the candidate of the steps taken to obtain this information. If Master Class Education fails to comply with any request the agency worker can request a written statement from the client as to the information about the relevant basic working and employment conditions that apply to the client's own workers.

What steps can an agency worker take before issuing a claim in the Employment Tribunal?

Requests for information to the agency/client Day One rights are the sole responsibility of the client so the agency worker should address requests for information to the client. Master Class Education will try to resolve any other queries about equal treatment on an informal basis.

However, if an agency worker believes that they have not received their equal treatment rights, the Regulations allow the agency worker to request a written statement from an agency requesting information about the treatment that the agency worker has received (though they can only do this once they have completed the 12-week qualifying period).

To trigger this formal procedure, the agency worker must make the request in writing. Once the agency receives this request it will have 28 days to respond, the response must include the following information:

- relevant information relating to the basic working and employment conditions of the client's workers.
- the factors the agency considered when determining the basic working and employment conditions which applied to the agency worker at the time they allegedly did not receive the equal treatment they claim they were entitled to receive;
- relevant information which explains the basis on which the client's comparable employee was identified and the relevant terms and conditions applicable to that employee.
- If Master Class does not comply with this request, workers can instead request a written statement from the client about the relevant basic working and employment conditions that apply to the client's own workers, this should be requested only after 30 days from the date of the original request to the agency. If an agency worker believes that the right to access the client's collective facilities and amenities, or to receive information about relevant client vacancies has been breached, the agency worker can request information directly from the client about the access facilities and vacancies which is offered to the client's own workers. The agency worker can go directly to the client in respect of these rights without contacting the agency in the first instance.

If a worker feels that the information provided or dealt with sufficiently, they can make a formal complaint to the REC or Employment Tribunal.

You can contact the REC using the following details:

Website: www.rec.uk.com

Email: info@rec.uk.com

Telephone: 020 7009 2100 Postal Address:

Recruitment & Employment Confederation (REC) Dorset House
First Floor
27–45 Stamford Street London
SE1 9NT

When contacting the REC, you should provide:

- Your name and contact details
- The name of the organisation you are complaining about A clear summary of your complaint
- Copies of any relevant correspondence or evidence
- Details of the steps already taken to resolve the matter with MCE

- The REC will review the information and advise you on the next steps under their complaints and compliance process.

NOTE: In any event, we will comply with any statutory procedures that may relate to your complaint.

Time Limit for Submitting a Complaint

To ensure that complaints can be investigated effectively and based on accurate information, we ask that complaints be raised within three months of the issue occurring or becoming known to the complainant. We may consider complaints submitted after this timeframe where there are exceptional circumstances or where evidence is still reasonably accessible. Acceptance of late complaints will be at the discretion of the directors.

Data Protection / Confidentiality Statement

All complaints will be handled in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Information provided as part of a complaint will be kept confidential and only shared with those who need access to investigate and respond to the matter. We will ensure that all personal data is processed lawfully, fairly and securely. Information relating to a complaint will not be disclosed to third parties without lawful basis, unless required by regulation or statutory obligation.

Retention Period

Master Class Education will retain all complaint records, evidence, correspondence, and investigation outcomes for a minimum period of six years from the date the complaint is closed. This retention period ensures that we can meet regulatory requirements, support audit processes, and respond to any further queries. After the retention period expires, records will be securely destroyed in line with our Data Retention Policy.

Anonymous complaints

We will not normally investigate anonymous complaints. However, the directors will determine whether the complaint warrants an investigation.

Withdrawal of a Complaint

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.