

Forever Teaching

Complaints Policy

Date policy issued: 08/08/2026

Date policy last reviewed: 08/08/2026

This policy will be reviewed every 12 months (as a minimum).

Review due date: 08/08/2027

Designated Safeguarding Lead contact details:

Designated Safeguarding Lead: Ethan Taberner & Joshua Heaton

Designated Safeguarding Lead Contact details: ethan.taberner@foreverteaching.co.uk / joshua.heaton@foreverteaching.co.uk / 0161 327 4385

1. Purpose

Forever Teaching is committed to providing an outstanding recruitment service to our schools, Multi-Academy Trusts, candidates and other stakeholders.

We recognise that, from time to time, concerns may arise. We view complaints as valuable feedback and an opportunity to improve our service, processes and standards.

We aim to make the complaints process straightforward, transparent and fair, ensuring that all complaints are handled promptly, confidentially and objectively.

2. Making a Complaint

Where possible, we encourage concerns to be resolved informally with your Forever Teaching Consultant in the first instance.

If the matter cannot be resolved informally, a formal complaint should be submitted in writing by email or letter to our Compliance Team.

Compliance Team

Postal Address:

Forever Teaching

Bonded Warehouse, Department, 18 Lower Byrom St, Manchester M3 4AP

Telephone:

0161 327 4385

Email:

info@foreverteaching.co.uk

Your complaint should include:

- Your full name and contact details.
 - The name of your organisation (if applicable).
 - A clear description of the complaint, including relevant dates and events.
 - The names of any Forever Teaching employees or agency workers involved (where known).
 - Copies of any supporting documentation or evidence.
 - The outcome or resolution you are seeking.
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3. Our Complaints Process

Acknowledgement

Upon receipt of your complaint, it will be recorded within our Complaints Register.

We aim to acknowledge all complaints within **one working day** and will confirm:

- That your complaint has been received.
- The name of the person responsible for investigating the matter.
- The next steps in the investigation process.

Where necessary, we may request additional information or documentation to assist with our investigation.

Investigation

Every complaint will be investigated fairly and impartially.

Depending on the nature of the complaint, this may include:

- Reviewing all relevant documentation and records.

- Speaking with the complainant.
- Interviewing the Forever Teaching Consultant or employee involved.
- Speaking with any relevant agency workers, schools or third parties.
- Reviewing compliance, safeguarding or payroll records where applicable.
- Obtaining any additional evidence required.

Safeguarding concerns will be immediately escalated to the Designated Safeguarding Lead (DSL) and dealt with in accordance with our Safeguarding and Child Protection Policy.

Outcome

We aim to provide a full written response within **10 working days** of acknowledging your complaint.

Where additional time is required due to the complexity of the investigation, we will keep you informed of progress and explain the reasons for any delay.

Possible outcomes include:

- Complaint upheld.
- Complaint partially upheld.
- Complaint not upheld.

Where appropriate, Forever Teaching may:

- Issue an apology.
- Implement corrective action.
- Provide additional training.
- Amend internal procedures.
- Take disciplinary action where appropriate.
- Remove an agency worker from our register.
- Escalate safeguarding concerns to the relevant statutory authorities.

If your complaint includes a request to access your personal data (Subject Access Request), this will be managed separately in accordance with UK GDPR and the Data Protection Act 2018. Responses to Subject Access Requests will normally be provided within one calendar month.

4. Appeals

If you remain dissatisfied with the outcome of your complaint, you may request an appeal within **10 working days** of receiving our decision.

Appeals should be submitted in writing to the Director.

The appeal will be reviewed by a Director who has not been directly involved in the original investigation wherever possible.

Following the review, we will either:

- Uphold the original decision; or
- Issue a revised outcome where appropriate.

The decision reached following the appeal will be final.

5. Confidentiality

All complaints will be handled in confidence and only shared with individuals directly involved in investigating or resolving the matter.

Information will be processed and retained in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and Forever Teaching's Data Protection Policy.

6. Monitoring and Continuous Improvement

Forever Teaching maintains a confidential Complaints Register recording:

- Date received.
- Nature of the complaint.
- Investigation undertaken.
- Outcome.
- Actions taken.
- Date closed.

Complaint trends are reviewed periodically by senior management to identify opportunities for continuous improvement, enhance customer service and strengthen our recruitment, compliance and safeguarding processes.

Policy Owner: Director

Approved By: Directors of Forever Teaching

Version: 1.0

Review Date: Annually