

Complaints Policy

Last updated – June 2025

1. Complaint to be sent via post to the Operations Director or via email to lmakinson@veritas-education.com
2. We will acknowledge the complaint and confirm what will happen next. The complaint can expect to receive our acknowledgement letter / email within 5 working days.
3. 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. This will take up to 4 days from receiving their reply.
4. The Operations Director will then invite you to speak to them to discuss and hopefully resolve your complaint. They will do this within 5 working days of the end of our investigation.
5. Within 2 days of the meeting The Operations Director, they 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, The Operations Director will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. They will do this within 5 days of completing his investigation.
6. At this stage, if you are still not satisfied you can write to us again. Our CEO will review The Operations Director decision within 10 working days.
7. We will let you know of the outcome of this review within 5 working 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 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, Dorset House, 1st Floor, 27 - 45 Stamford Street, London, SE1 9NT.

If we have to change any of the time scales above, we will let you know and explain why and, in any event, we will comply with any statutory procedures that may relate to your complaint.

7. At this stage, 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, Dorset House, 1st Floor, 27 - 45 Stamford Street, London, SE1 9NT.