

Complaints Policy

Keystage Education LTD | Version 1.0 | Reviewed August 2026 | Next review August 2027

Keystage Education LTD aims to give candidates and schools a service that is prompt, professional and fair. When we fall short we want to hear about it. A complaint is free information about where our service needs to improve.

Making a complaint will never affect the service you receive, the assignments a candidate is offered, or a client's standing with us.

Who can complain

Candidates and workers, schools and trusts, parents and members of the public, suppliers and umbrella companies, and anyone acting on their behalf with consent.

What goes elsewhere

A safeguarding concern or an allegation about a candidate	Report immediately to our Designated Safeguarding Lead, Abdullah Iqrar, on 0208 057 9509 — not through this process.
Serious wrongdoing or a risk to the public	Our Whistleblowing Policy.
Pay, deductions or holiday	Your umbrella company first. Tell us if it is not resolved.
A request to see your personal data	compliance@keystage-education.co.uk

How to complain

1. Speak to your consultant first. Most issues are resolved this way, and we still record the outcome.
2. If that does not resolve it, write to Mahedi Alam at info@keystage-education.co.uk, or to Complaints, Keystage Education LTD, 124 City Road, London, EC1V 2NX. Telephone 0208 057 9509.
3. Tell us your name and contact details, what happened and when, who was involved, and what outcome you are looking for.

If you need help putting a complaint in writing, or would prefer another format, tell us and we will make reasonable adjustments. We can take a complaint verbally and write it up for you to confirm.

What happens, and when

Within 3 working days	We acknowledge your complaint and tell you who is handling it.
Within 10 working days	We complete our investigation and send a written outcome. If a matter is complex we will tell you before the deadline, explain why and give a revised date.
Data requests	Where your complaint includes a request for your personal data, we respond to that element within one month.

Appeal

If you are not satisfied, you may appeal within 20 working days. Appeals are decided by the Director, Abdullah Iqrar, at abdullah@keystage-education.co.uk, who will not have investigated the original complaint. We aim to respond within 15 working days.

Taking it further

Conduct of an employment agency	Fair Work Agency
Handling of personal data	Information Commissioner's Office — ico.org.uk/make-a-complaint — 0303 123 1113
A safeguarding matter	The Local Authority Designated Officer for the relevant local authority
Free employment advice	ACAS, 0300 123 1100

Using this policy does not affect your legal rights. Every complaint is recorded, and the Director reviews the complaints log at least every six months to identify trends and change what needs changing.