

Reviewed: January 2026

Next Review Date: January 2027

Review By: Oleksiy Omelchuk – Director

Policy Statement and Purpose

This policy outlines the procedure for handling complaints at Education Experts Ltd, ensuring we meet the standards set by the Recruitment & Employment Confederation (REC) Code of Professional Practice. We are committed to providing a high-quality service to our schools and candidates. When something goes wrong, we need you to tell us about it to help us improve our standards.

How to Raise a Complaint

If you have a complaint, please contact our Managing Director, Laura Omelchuk. You can reach them at:

- **Email:** laura@education-experts.co.uk
- **Phone:** 0121 824 4750
- **Address:** 2 Trinity Place, Midland Drive, Sutton Coldfield, B72 1TX

Our Investigation Procedure

1. **Acknowledgement:** We will send you a letter or email acknowledging your complaint and confirming who is investigating the matter within 5 working days of receipt.
2. **Investigation:** We will then investigate your complaint. This typically involves reviewing your file and speaking with the relevant staff members.
3. **Formal Reply:** We will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 10 working days of sending the acknowledgement.
4. **Appeal:** If you are still not satisfied, you can request a review by a director. We will then write to you within 10 working days confirming our final position and explaining our reasons.

Escalation to the REC

As a Corporate Member of the REC, we adhere to the REC Code of Professional Practice. If you have been through our internal complaints procedure and are still dissatisfied with the outcome, or if the complaint involves a breach of the REC Code, you can refer the matter to the REC.

- **REC Professional Standards Team:** [REC Website Contact](#)
- **Please note:** The REC can only investigate complaints regarding a breach of their Code of Practice and typically requires that you have exhausted the agency's internal procedure first.