



Company Name:	Amo Education Ltd
Policy No.:	28
Policy Name:	Complaints Policy and Procedure
Date:	April 2026

Complaints Policy

Amo Education Ltd is committed to providing a high level service to our customers. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

Safeguarding concerns are not dealt with under this complaints procedure. Any concern about the safety or welfare of a child is handled immediately under our Safeguarding Policy and the safeguarding process in the Compliance Handbook (see Appendix K).

Complaints Procedure

If you have a complaint, please contact Anne-Marie Oldroyd, Director by phone 01924 977451 in the first instance so that we can try to resolve your complaint informally.

If you would prefer to put this in writing then please email at office@amoeducation.co.uk where your complaint will be dealt with in the following manner.

Next steps

1. We will acknowledge your complaint in writing within 3 working days, confirming the details and telling you the name of the person who will be dealing with it. We will also record your complaint in our central register within a day of receiving it.
2. We will then investigate your complaint. This may involve asking the member of staff who dealt with you to respond, reviewing the information you have provided, and speaking or meeting with you where that would help. We will send you a substantive written response within 15 working days of acknowledging your complaint. Where a complaint is complex and we cannot respond fully within 15 working days, we will tell you why and give you a revised date.
3. If you are not satisfied with our response, you may appeal in writing within 10 working days. Where possible the appeal will be considered by someone not involved in the original decision; as a small agency this may not always be possible, in which case — as the REC Code allows — the appeal is dealt with by referral to the REC under its Complaints and Disciplinary Procedure (see below).
4. If your complaint remains unresolved, you can refer it to the REC (the Recruitment & Employment Confederation), of which we are a corporate member, which will deal with it under the REC's Complaints and Disciplinary Procedure. Write to the REC at 20 Queen

Amo Education is a limited company registered in England and Wales

Registered Office. 128 City Road, London, EC1V 2NX

Registered No. 11915428



Elizabeth Street, London SE1 2LS, or see rec.uk.com/complaints. You can also contact the Fair Work Agency, the government regulator for employment agencies and employment businesses: use the 'Complain about pay and work rights' form on gov.uk, or call 0345 602 5020 (Monday to Friday, 9am to 5pm).

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

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

Agency Workers Regulations (AWR) – equal-treatment concerns

This section applies where an agency worker believes they are not receiving the equal treatment they are entitled to under the Agency Workers Regulations 2010 (for example on pay, working time or other basic working and employment conditions).

Raising a concern informally

In the first instance, an agency worker who has any concern about equal treatment under the AWR can raise it informally with Anne-Marie Oldroyd, Director – by phone on 01924 977451 or by email to office@amoeducation.co.uk. We will look into it promptly and try to resolve it informally, without the need for a formal request.

Making a formal written request

An agency worker also has the right to make a formal written request about any aspect of equal treatment they believe they are not receiving. Where such a written request is made, the Director will respond in writing within 28 days, providing the information required by Regulation 16 of the AWR – including, where relevant, the relevant basic working and employment conditions of a comparable employee, the factors considered, and any reasons relied upon.

If the worker remains dissatisfied after our response, the general complaints procedure above applies, including the option to escalate to the REC.

This process reflects the AWR Policy in our Compliance Handbook (section 3.9). The two should be read together and kept consistent.