



## **Complaints Handling Policy and Procedure**

### **Our complaints policy**

City of York Trading Ltd (WorkwithYork and WorkwithSchools) are committed to providing a high-quality service to all candidates and clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please write to us with the details. Please address your letter to the Branch Manager (for WwY) or the Schools Business Manager (for WwS) at the address below or email [enquiries@cytlimited.co.uk](mailto:enquiries@cytlimited.co.uk) Please be as specific and as clear as possible about the nature of your complaint.

### **What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within 7 working days of receiving it, enclosing a copy of this procedure.
2. The Branch Manager or the Schools Business Manager, will then investigate your complaint, and will review your case and speak to any members of staff concerned. The scope of the investigation will relate to the specific complaint raised, the nature of the complaint cannot be altered during the course of the investigation.
3. The Branch Manager or the Schools Business Manager will then invite you to a meeting to discuss and hopefully resolve your complaint. The Branch Manager or the Schools Business Manager will do this within 14 working days of sending you the acknowledgement letter. If more time is needed to investigate the complaint we will write to you and advise accordingly.
4. Within 7 working days of the meeting, the Branch Manager or the Schools Business Manager will write to you to confirm what took place and any solutions that have been agreed with you.
5. If you do not wish to have a meeting or it is not possible for you to attend, the Branch Manager or the Schools Business Manager will send you a written reply to your complaint, including suggestions for resolving the matter, within 14 working days after the meeting invitation.
6. At this stage, if you are still not satisfied with the outcome, you should set out your reasons in writing to the address below or email [enquiries@cytlimited.co.uk](mailto:enquiries@cytlimited.co.uk) and the complaint will be escalated to the Managing Director for review. We will write to you within 14 working days of receiving your request for a further review, inviting you to a meeting with the Managing Director.



7. If you do not want a meeting or it is not possible for you to attend, the Managing Director will send you a written reply within 14 working days after the meeting invitation setting out the decision. If more time is needed to conduct the review we will write to you and advise accordingly.
  
8. If you are still not satisfied, you may escalate the complaint for a final review. You should set out your reasons in writing to the address below or email [enquiries@cytlimited.co.uk](mailto:enquiries@cytlimited.co.uk) and we will arrange for a Non Executive Director of City of York Trading Ltd (who is not involved in the day to day running of the company) to consider your complaint. The Non Executive Director will send you a written reply within 21 working days of receiving your request for final review giving the Company's final response to your complaint and explaining our reasons. If more time is needed to conduct the final review we will write to you and advise accordingly.

**Address**

WorkwithYork & WorkwithSchools  
City of York Trading Ltd  
Top Floor  
5/6 Kings Court  
York  
YO1 7LD