Complaints Policy

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Introduction

This policy outlines how Prospero Group manages complaints from Clients, Temporary Workers, and Other Stakeholders.

We are committed to handling all complaints in a fair, consistent, and transparent manner, ensuring issues are thoroughly investigated and resolved promptly.

Our aims are to:

- Ensure all complaints are properly investigated and that timely decisions are made.
- Ensure that, where appropriate, corrective action is taken to address issues and reduce the likelihood of recurrence.
- Maintain high standards of safeguarding, professionalism, and service delivery.

Scope

This policy applies to complaints relating to, and received from, Temporary Workers, Clients, and Other Stakeholders.

Any issues raised by Temporary Workers will be managed as complaints under this policy rather than as formal grievances.

Temporary Workers who wish to raise concerns about their working conditions, or similar matters, should initially do so through their Prospero Group Consultant and refer to Prospero Group's Whistleblowing Policy where appropriate.

Any Client, organisation, or service wishing to raise a complaint about Prospero Group's services, or regarding the suitability or performance of a Temporary Worker, should do so in accordance with this policy.

Definitions

- **Adult at Risk** – any person aged 18 years and over, who is or may be in need of community care services by reason of mental health issues, learning or physical disability, sensory impairment, age or illness and who is or may be unable to take care of him/herself or unable to protect him/herself against significant harm or serious exploitation.
- **Child or Children** - any person under the age of 18.
- **Client** – an organisation, which engages with Prospero Group to purchase Work-Finding Services. This includes, amongst others: Schools, Local Authorities, Care Homes, Universities, Parents/Carers and Private Sector organisations.
- **Other Stakeholders** – may include regulatory and safeguarding bodies (such as LADO, DBS, Ofsted, and SCW), placement settings, service users, parents or carers, staff members, and external partners.
- **Prospero Group** – is comprised of three entities: Prospero Teaching, Prospero Health & Social and Prospero Integrated.
- **Temporary Worker** – an individual receiving Work-Finding Services, delivered by Prospero Group. This includes, amongst others: Teachers, Tutors, Teaching Assistants, Care Assistants, Support Workers, Nurses, Technicians and Engineers.

Concerns Regarding the Suitability of Adults to Work with Children or Adults at Risk

A concern may be raised about an adult where there is an indication that they may pose a risk to a child or an adult at risk. This includes individuals who may have:

- behaved in a way that has harmed, or may have harmed, a child and/or an adult at risk;
- potentially committed a criminal offence against, or related to, a child and/or an adult at risk;
- behaved towards a child, children, or an adult at risk in a manner that suggests they may pose a risk of harm; or

- behaved, or may have behaved, in a way that indicates they may be unsuitable to work with children and/or adults at risk.

Where a complaint meets any of the above criteria, it will be managed by one of Prospero Group's Designated Safeguarding Officers in accordance with Prospero Group's Allegations & Misconduct Policy.

To raise a safeguarding concern (rather than a complaint) regarding a Temporary Worker, please use our Safeguarding or Incident Referral Form.

Prospero Group reserves the right to suspend any complaints investigation where necessary until safeguarding processes have been concluded.

How to Make a Complaint

Prospero Group aims to make the complaints process as straightforward and accessible as possible. Complaints may be submitted by any Client, Temporary Worker, or Other Stakeholder.

Complaints can be made in writing via email to complaints@prosperogrp.com, explaining the nature of the complaint, how it has arisen and providing any evidence to support the complaint.

Prospero Group must be informed immediately of all serious allegations made against Temporary Workers or Clients. To raise a safeguarding concern (rather than a complaint) regarding a Temporary Worker, please use our Safeguarding or Incident Referral Form.

To assist with a prompt and effective investigation, complainants are encouraged to provide the following information wherever possible:

- Full name and contact details
- Details of the complaint, including a clear description of the issue
- Dates, times, and locations relevant to the complaint
- Names of any individuals involved or witnesses
- Any supporting evidence or documentation
- The outcome or resolution sought

Anonymous complaints will be considered based on the information available, however, this may limit Prospero Group's ability to fully investigate and respond.

All complaints will be acknowledged and handled in accordance with this policy.

Timescales

We aim to acknowledge all complaints within two working days. Complaints will be investigated as promptly as possible, with the intention of providing an outcome within three months. In more complex cases, additional time may be required - where this occurs, any delays and revised timescales will be communicated as soon as possible.

Prospero Group reserves the right to suspend any complaints investigation where necessary until safeguarding processes have been concluded.

Complaints Process

Prospero Group will acknowledge receipt of a complaint in line with the timescales outlined above.

The complaint will initially be reviewed and, where a Consultant is involved, it will be referred to them in the first instance to investigate and attempt to resolve the matter promptly.

If the issue cannot be resolved at this stage, or where it is not appropriate for the Consultant to investigate, the complaint will be escalated to a senior member of staff for investigation.

Where a Consultant is not involved, the complaint will be assigned directly to a senior member of staff to investigate.

Once an investigating individual has been appointed, the complainant will be informed of who will be handling their complaint.

If further information is required, the investigating individual will contact the complainant to request additional details and/or supporting evidence.

Once sufficient information and evidence have been gathered, an outcome will be provided to all relevant parties, along with details of any corrective actions, where applicable.

If, following reasonable attempts to obtain further information, the complainant fails to provide sufficient details to enable an investigation to be conducted, the complaint will be closed and no further action will be taken unless additional information is subsequently received.

If, during the course of the investigation, it becomes apparent that the matter is more serious and meets the threshold for an allegation, it will be referred to one of Prospero Group's Designated Safeguarding Officers and managed in accordance with the Allegations & Misconduct Policy.

Confidentiality will be maintained throughout the complaints process, with information shared only on a strict need-to-know basis to ensure a fair and thorough investigation.

Prospero Group reserves the right to make further enquiries with third parties where necessary, including without consent where lawful and necessary to meet safeguarding obligations.

Support

Prospero Group is committed to ensuring that all individuals involved in the complaints process are treated with respect and are provided with appropriate support throughout.

Complainants will be offered clear information about the complaints process, including what to expect, timescales, and any actions being taken. Where appropriate, reasonable assistance will be provided to help individuals raise or progress a complaint, ensuring the process is accessible and understood.

Any individuals who are the subject of a complaint will also be supported throughout the process and given the opportunity to respond to issues raised. Support may include regular updates, access to relevant policies, and guidance from appropriate members of staff.

Where a complaint involves safeguarding concerns or may impact the wellbeing of any party, additional support measures will be considered and implemented as necessary, in line with relevant safeguarding procedures.

Prospero Group aims to ensure that all parties are kept informed at appropriate stages and that the process is conducted in a fair, transparent, and sensitive manner.

Complaints Against Temporary Workers

Non-safeguarding or professional conduct-related complaints concerning Temporary Workers (for example - lateness) will be addressed in the first instance, by the Temporary Worker's Consultant. The Consultant will discuss the nature of the complaint with the Temporary Worker and issue warnings where appropriate.

Details of the discussion, including any warnings given, will be recorded on the Temporary Worker's record. Temporary Workers will be advised that repeated behaviour or further complaints may result in additional warnings and could ultimately lead to the termination of their work-finding services.

Where a complaint relates to a professional conduct or safeguarding matter, it will be managed by one of Prospero's Designated Safeguarding Officers, in accordance with Prospero Group's Allegations & Misconduct Policy.

Complaints Against Our Clients

Prospero Group Consultants will encourage Temporary Workers to speak openly about their experience in their role and within the workplace in which they are placed. Any feedback provided by Temporary Workers will be treated confidentially, unless it is agreed that the matter can be raised directly with the Client.

Consultants will act on behalf of the Temporary Worker to support the resolution of any issues that may be causing concern.

Complaints of a serious nature relating to the conduct of Client staff and/or the safeguarding of children or adults at risk will be escalated to the Prospero Group's Head of Compliance & Safeguarding and, where appropriate, to the relevant regulatory or governing body.

Complaints Against Prospero Group and Internal Staff

Where a complaint is raised concerning Prospero Group or its staff, it will, where possible, be investigated impartially by a senior member of staff who has not been directly involved in the matter and who will determine the most appropriate course of action in line with Prospero Group Grievance Policy.

Complainants will be kept informed throughout the process, with updates provided either verbally or in writing. Appropriate support will be offered to all parties involved until the matter is resolved.

Whistleblowing

Prospero Group encourages all individuals to raise concerns about malpractice, illegal activity, or wrongdoing through its Whistleblowing Policy.

Whistleblowing concerns differ from complaints, as they typically relate to matters of public interest such as safeguarding issues, legal breaches, or serious professional misconduct. Any such concerns will be treated seriously, handled confidentially, and investigated in accordance with Prospero Group's Whistleblowing Policy.

Individuals raising concerns in good faith will be protected from detriment or retaliation. Where a concern raised as a complaint meets the threshold for whistleblowing, it may be redirected and managed under our Whistleblowing Policy.

Reputational / PR issues

Complaints that present a reputational risk and/or involve potential PR considerations will be managed by the Prospero Group's CEO, Head of Marketing, or a senior member of staff within the organisation.

Vexatious or Unreasonable Complaints

Prospero Group is committed to dealing with all complaints fairly and respectfully. However, where a complaint is deemed to be vexatious, abusive, or unreasonably persistent, the organisation reserves the right to manage such cases appropriately.

This may include limiting communication to a single point of contact, restricting the frequency of responses, or, in exceptional circumstances, declining to investigate further where the complaint has been fully addressed and no new information has been provided.

Any such decision will be made by a senior member of staff and will be clearly communicated to the individual concerned.

Complaints Recording, Monitoring and Continuous Improvement

Prospero Group maintains a central record of all complaints received. Complaints are logged on an internal system to ensure accurate tracking, consistency, and appropriate oversight throughout the process.

Complaint data is regularly reviewed by relevant senior members of staff to identify trends, recurring themes, or areas of concern. This enables Prospero Group to take proactive steps to address any underlying issues and improve service delivery.

Prospero Group is committed to using complaints as an opportunity to drive continuous improvement. Outcomes from complaint investigations, including any identified learning points, will be used to inform updates to processes, staff training, safeguarding practices, and overall service quality. Where appropriate, lessons learned will be shared across the organisation to help prevent recurrence and promote best practice.

Data Protection and Information Sharing

Prospero Group is committed to protecting the privacy and confidentiality of personal data. All personal data processed under this policy will be handled in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and Prospero Group's data protection policies and procedures.

Any requests for data made as part of the complaints process will be treated as a Subject Access Request and managed in line with our Data Protection Policy and relevant ICO guidance, including applicable timescales.

In order to conduct a fair and thorough investigation, Prospero Group may obtain and share relevant information with appropriate third parties, such as Clients, regulatory bodies, or safeguarding agencies. Any information sharing will be carried out lawfully, and will be limited to what is necessary and proportionate for the purposes of the investigation. Where required, information may be shared without consent to meet legal or safeguarding obligations.

Enforcement

This policy will be enforced by Prospero Group's CEO, Managing Director, Operations Directors, Head of Compliance & Safeguarding, Head of HR and Data Protection Officer.

Review

This policy will be reviewed annually and updated as necessary to reflect changes in legislation, government guidance and best practice.