



**PROSPERO  
GROUP**



**PROSPERO  
TEACHING**



**PROSPERO**  
HEALTH & SOCIAL CARE



**PROSPERO  
INTEGRATED**

# Complaints Policy

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**Approved by:**

Rob Grays – Chief Executive Officer

## Contents

Introduction .....	1
Scope .....	1
Definitions .....	2
Where there are concerns that an adult may have harmed or be a risk or be unsuitable work to Children or Adults at Risk .....	2
Complaints .....	2
<i>Temporary Workers</i> .....	2
<i>Clients</i> .....	3
Internal investigation procedures .....	3
Complaints against Prospero Group .....	4
Whistleblowing Policy .....	4
Reputational / PR issues .....	4
Escalating Your Complaint .....	5

## Introduction

Prospero Group follow strict standards to ensure that all Temporary Workers supplied to our Clients are of the highest professional and personal calibre. We take seriously any concerns raised against our Temporary Workers, and the organisations that we place Temporary Workers in).

This policy gives details of what action we will take when concerns are raised with us and should be raised alongside our Temporary Worker Code of Conduct, Safeguarding Children & Adults at Risk, Allegations & Misconduct and Safer Recruitment policies.

## Scope

This policy applies to Prospero Group Temporary Workers and Clients.

Any Temporary Worker who wishes to raise a concern regarding their conditions at work (or similar) should do so initially through their Prospero Group Consultant and also refer to the Whistleblowing Policy.

Any Client, organisation or service wishing to complain about Prospero Group's services, or the suitability/capacity of any Temporary Worker placed with them, should do so under 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.

**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 and Nurses.

## Where there are concerns that an adult may have harmed or be a risk or be unsuitable work to Children or Adults at Risk

A concern may be raised against an adult which suggests that they may be a risk to a child or adult at risk. This includes people who may have:

- behaved in a way that has harmed a child and/or adult at risk, or may have harmed a child and/or adult at risk;
- possibly committed a criminal offence against or related to a child and/or adult at risk;
- behaved towards a child, children or adult at risk in a way that indicates he or she may pose a risk of harm to children and/or adults at risk; or
- behaved or may have behaved in a way that indicates they may not be suitable to work with children and/or adult at risk.

If a concern meets these criteria, then the process outlined in Prospero Group's Allegations & Misconduct Policy should be followed.

## Complaints

The details of any complaint against a Temporary Worker is processed in a central incident file/in their respective electronic file on our system.

When we receive a complaint, we explain our procedures for handling complaints and ask the Temporary Worker if they would like us to commence a process accordingly.

### Temporary Workers

Complaints concerning Temporary Workers will be brought to the attention of the Temporary Workers by their Consultant. Together they will discuss the complaint and the Consultants will give warnings where necessary. The details of the discussion and any warnings will be documented on the Temporary Worker's record. Temporary Workers will be told that if the behaviour is repeated or any further complaints are received, it will result in further warnings and ultimately could lead to the removal from Prospero Group's register. Examples of complaints include the following:

- Professional conduct or safeguarding concerns or allegations
- Failure to follow instructions, if applicable
- Lateness
- Failure to carry out minor duties, such as cleaning up
- Unsuitable attire

## **Clients**

Consultants will encourage Temporary Workers to speak openly about their experience with the role and the workplace in which they have been placed. Temporary Worker comments will be treated in confidence unless it is agreed with the Temporary Worker to raise the issue directly with the Client. The Consultant will act on behalf of the Temporary Worker to help resolve any issues causing difficulty for them.

Complaints which do not meet the criteria for an allegation (see above) but are of a serious nature regarding the behaviour of Client staff, will be communicated to [complaints@prosperogrp.com](mailto:complaints@prosperogrp.com) and/or relevant governing body.

## **Internal investigation procedures**

Where appropriate, Prospero Group will undertake an internal investigation into the complaint.

### **Stage 1**

The complaint should be communicated to Prospero Group by email to [complaints@prosperogrp.com](mailto:complaints@prosperogrp.com), explaining the nature of the complaint and how it has arisen.

Prospero Group must be informed immediately of all serious allegations made against Temporary Workers or Clients.

### **Stage 2**

Prospero Group will inform the complainant that we conduct our own investigation. We will also explain the process of that investigation. A written statement will be requested from the complainant, together with any supporting documentation of the incident or incidents.

If the complaint is aimed towards a Temporary Worker, Prospero Group will build up a profile of the Temporary Worker based on their original clearance checks, references and feedback from previous Clients since working for Prospero Group in order to assess the nature of the incident.

### **Stage 3**

The complainee is notified about the complaint and is asked for their version of the events. Confidentiality is maintained on a need-to-know basis.

If the complainee is a Client, they will be asked to discuss the matter over the phone or in person. If the complainee is a Temporary Worker, they are asked to attend a face-to-face review meeting. During this meeting the alleged incident will be discussed in detail, so Prospero Group can evaluate the Temporary Workers' ability to continue working for Prospero Group.

During the complaint, if it becomes apparent that the complaint is more serious and meets the criteria for an allegation then you should revert to the allegations policy and follow that.

### **Stage 4**

Prospero Group informs the complainant of the steps that have been taken and of the outcome of the investigation. The complainant is advised that if the matter cannot be resolved and that the seriousness of the allegation warrants further action, to adopt whatever measures would normally come into force to meet legal requirements.

If the issue needs to be resolved through any authority involvement, Prospero Group will be guided by the authority's decision when considering working with the complainant subsequently.

### **Stage 5**

If the complainee is a Temporary Worker with an unblemished record and where a genuine error in professional practice has been made, Prospero Group will go through the Rules of Engagement with the Temporary Worker and require the Temporary Worker to resign the terms. If required, additional training will be given. In the event of repetitive minor misdemeanours and where complaints are continually being made (by the same or different Clients), we will take action and make a decision to remove the Temporary Worker from Prospero Group's register.

All Temporary Workers returning to work for Prospero Group after a review meeting are closely monitored on returning and relevant notes are kept on their file.

If Prospero Group is still concerned about a Temporary Worker's ability to return to work after their practice review meeting, the matter will be referred to the relevant member of staff. For issues defined as professional incompetence or serious misconduct which have been the subject of an investigation and which have been proven to the satisfaction of the relevant member of staff of Prospero Group, a Temporary Worker will be immediately removed from Prospero Group's register. If a Temporary Worker is removed from Prospero Group's register, the Temporary Worker and the relevant authorities will be informed, (for example the Disclosure and Barring Service). Affected Clients will also be informed.

## **Complaints against Prospero Group**

It is our utmost priority that incidents and complaints are dealt with in a fair manner. If a complaint were to be made against Prospero Group by either a Temporary Worker or a Client, the matter would be referred to the relevant member of staff who would decide which course of action would be most appropriate to follow in accordance with the Prospero Group Grievance Policy. To ensure the complainant is kept informed at all stages of the process, reports are issued either verbally or in writing. Support is given to both parties until a satisfactory conclusion is reached.

## **Whistleblowing Policy**

This statement should be read alongside Prospero Group's Whistleblowing Policy.

Prospero Group encourages a free and open culture in dealings between Temporary Workers, Clients and all people with whom it engages in business and legal relations. In particular, this company recognises that effective and honest communication is essential if concerns about breaches or failures are to be effectively dealt with and the company's success ensured.

This policy is designed to provide guidance to all those who work with or within the company who may from time to time feel that they need to raise certain issues relating to the company with someone in confidence.

Workers who in the public interest raise genuine concerns under this policy will not under any circumstances be subjected to any form of detriment or disadvantage as a result of having raised their concerns. For further details, see Prospero Group's Whistleblowing Policy.

We strive to acknowledge all complaints in two working days, an official response will follow within 10 working day. This will be communicated by either letter or email, depending on how the complaint was received. We will also let you know the name of the person who will be dealing with your complaint.

We will then investigate your complaint. This will normally involve the following steps;

- Examining your records on our customer database
- Speaking to the person/s you have dealt with and any other relevant parties
- We may request further information from you as appropriate

We will let you know of the outcome of this review within 15 days of acknowledgement. However, if you have raised a request for access to information held about you on our system ("Subject Access Request") we may take up to one month to respond to you, subject to data protection legislation.

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

## **Reputational / PR issues**

Reputational and PR issues will be handled by a Prospero Group Director or CEO, in accordance with the above internal investigation procedures.

## Escalating Your Complaint

Following Prospero Group's response to your complaint, if you feel we have been unable to resolve your complaint satisfactorily, you can ask for your complaint to be referred to The Association of Professional Staffing Companies Limited (APSCo) for further investigation or you can contact the EAS (Employment Agency Standards Inspectorate).

Association of Professional Staffing Companies (APSCo) – [complaints@apsco.org](mailto:complaints@apsco.org)

[Employment Agency Standards Inspectorate](#)

Contact the [ACAS Helpline](#) or complete a [complaint form](#) at GOV.UK - pay and work rights complaints.