

## Our Aim

Staffline Recruitment is committed to providing a high level of service for all our clients and candidates. One of the ways in which we can continue to improve our service is by listening and responding to the views of all customers in particular by responding positively and following up on any complaints.

We recognise that many concerns will be raised informally, and as such should be resolved quickly, If concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

## We aim to ensure that:

- We treat a complaint as a clear expression of dissatisfaction with our service;
- We deal with complaints promptly and politely;
- We respond to complaints in the right way, with an explanation, or an apology where we have got things wrong, and corrective actions if applicable;
- We learn from complaints and we use them to improve our service;

## Formal Complaints Procedure

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

## Company Commitment:

- Acknowledge the formal complaint in writing;
- Respond within a stated period of time;
- Deal reasonably and sensitively with the complaint;
- Take action where appropriate.

## Complainant's Responsibility:

- Bring their complaint, in writing, to the Company's attention normally within 8 weeks of the issue arising;
- Raise concerns promptly and directly with any member of our staff;
- Explain the problem as clearly and as fully as possible, including any action taken to date;
- Allow the Company a reasonable time to deal with the matter;
- Recognise that some circumstances may be beyond the Company's control.

## Confidentiality

Except in exceptional circumstances, every attempt will be made to ensure all complaints are dealt with confidentially. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

## Stage 1

In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you, or their manager, so that he or she has a chance to put things right. In your letter, you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 4 working days of receipt of your complaint. You should get a response and an explanation within 10 working days.

## Stage 2

If you are not satisfied with the initial response to the complaint then you can write to the Head of Compliance, [complianceire@stafflinerecruit.com](mailto:complianceire@stafflinerecruit.com) and ask for your complaint and the response to be reviewed. This will be reviewed by the Head of Compliance, or a manager at a similar level. You can expect an acknowledgement of your request within 4 working days of receipt and a response within 10 working days.

Staffline Recruitments aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

## Final Stage

If you are not satisfied with the subsequent reply from stage 2, then you have the option of escalating this to a further Senior Manager within Staffline (Contact details will be provided to you after stage 2, if not satisfied), stating the reason why you are dissatisfied with the outcome. You must do this within 10 days of receiving the written response from stage 2

A Director of the business (or their nominee) will respond normally within 10 working days to inform you of the action which will be taken to investigate your complaint, and when you can expect to hear the outcome of the investigation.

**Note:** If your original complaint was against a Director, then the final stage will be handled by a Director from a different division or the Chief Executive Officer.

## Next steps:

If you are still not satisfied, you can contact the Employment Agencies Inspectorate at the Department for Economy or the Recruitment Employers Confederation (REC).