

Staffline Recruitment is committed to providing a high level of service for all our clients and candidates. We continuously seek to improve our service by listening and responding to the views of all customers, and in particular, by following up on any complaints received.

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, reasonable 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 as soon as possible and 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

Other than 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 complete confidentiality (with each complaint judged on its own merit). Should this be the case, this will be explained to the complainant.

Stage 1

If you have already attempted to resolve the issue informally via direct contact with a representative of our business and been unsuccessful, you should write to the member of staff who dealt with you or their manager, so that they have a full opportunity to put things right. In this communication, you should set out the details of your complaint, the informal actions/previous communications you have had and the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 5 working days of receipt of your complaint. You should get an initial 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 address your complaint to an appropriate next level Line Manager, providing details of your complaint and the response to be reviewed. Your communication should be sent to the Compliance team at complianceire@stafflinerecruit.com, who will forward this to the relevant Line Manager for review by them. You can expect an acknowledgement of your request from the Compliance team, with confirmation of the Line Manager who will be dealing with the review within 5 working days of receipt and a response directly from the Line Manager within 10 working days where possible. If there is likely to be a delay in response, you will be updated by the reviewing Manager.

Staffline Recruitment aims 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 from the Line Manager describing what is being done to deal with the matter, and when a full reply can be expected.

Final Stage

If you are not satisfied with the subsequent response 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 a response.

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.