



Company Name:	Quality Service Recruitment Ltd (“the Company”)
Policy Name:	Complaint’s Policy and Procedure
Date:	January 2023
Version:	2

Complaints Policy

Quality Service Recruitment Ltd is committed to providing a high level service to our workers. If you do not receive a satisfactory service from us, we need you to tell us about it. This will help us to improve our standards.

Complaints Procedure

If you have a complaint, please contact the Branch Manager in your local office in the first instance so that we can try to resolve your complaint informally. Individual phone numbers for each of the offices can be found on our website.

At this stage, if you are not satisfied, please contact our Training & Compliance Department. You can write to them at the following address:

Quality Service Recruitment Ltd
Head Office
Training & Compliance
137 Canal Street
Nottingham
NG1 7HD

Next steps

1. We will send you correspondence acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 2 to 5 working days of us receiving your complaint.
2. We will record your complaint in our central register within a day of having received it.
3. We will acknowledge your reply to our acknowledgment correspondence and confirm what will happen next. You can expect to receive our acknowledgement correspondence within 2 to 5 working days of your reply.

4. We will then start to investigate your complaint. This will normally involve the following steps;
 - We may ask the member of staff who dealt with you to reply to your complaint within 5 working days of our request;
 - We will then examine the member of staff's reply and the information you have provided for us. If necessary, we may ask you to speak to them. This will take up to 4 working days from receiving their reply.
5. We may then, if necessary, invite you in for a face to face discussion and hopefully resolve your complaint. This will be done within 5 working days of the end of our investigation.
6. Within 2 days of the meeting, we will write to you to confirm what took place and any solutions that have been agreed with you.
 - If you do not want a meeting or it is not possible, we will send you a detailed reply to your complaint. This will include suggestions for resolving the matter. This will be carried out within 5 days of completing the investigation.
7. At this stage, if you are still not satisfied you can write to us again. The Managing Director of the company will review the decision within 10 working days.
8. We will let you know of the outcome of this review within 5 working days of the end of the review. We will write to you confirming our final position on your complaint and explaining our reasons. If you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business Innovation and Skills or the REC, the industry trade association, of which we are a member by writing to the Consultancy and Compliance Team, REC, Dorset House, 1st Floor, 27 - 45 Stamford Street, London, SE1 9NT.

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

NOTE: In any event, we will comply with any statutory procedures that may relate to your complaint.