

## **Complaints Policy and Procedure**

### **Complaints Policy**

Smart Group Recruitment Solutions is committed to providing a high level service to our candidates and workers. If you do not receive satisfaction 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 of your local Smart Group Recruitment Solutions Branch.

You can either call or write to him/her at the branch address.

#### **VERBAL COMPLAINT**

- 1 Once you have spoken to the branch manager of your respective office your complaint will be fully investigated with all parties involved.
- 2 We will then respond to you verbally with the outcome of the complaint and any actions taken.
- 3 If at this stage you are still unhappy with the outcome you can move to the Written stage of the complaints procedure.

#### **WRITTEN COMPLAINT**

- 1 We will send you a letter 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 7 days of us receiving your complaint.
- 2 We will acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 7 days of your reply.
- 3 We will then investigate your complaint.
- 4 Smart Group Recruitment Solutions will then invite you to meet their representative to discuss and hopefully resolve your complaint. We will do this within 7 days of the end of our investigation.
- 5 Within 2 days of the meeting we will write to you to confirm what took place and any solutions 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. We will do this within 7 days of completing the investigation.*
- 6 At this stage, if you are still not satisfied you can write to a Director of Smart Group Recruitment Solutions Group Recruitment Solutions at 81a Old Christchurch Road, Bournemouth, Dorset BH1 1ES
- 7 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 Office at the Department of Trade and Industry or the REC, the industry trade association, of which we are a member by writing to the Professional Standards Manager, REC, 36-38 Mortimer Street, London W1W 7RG.

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