

Complaints Procedure (Workers)

Negative Feedback

If negative feedback is received regarding a temporary worker, that worker will not usually be reassigned to the client, until a satisfactory resolution has been reached and the worker can demonstrably ensure no recurrence of the issue complained of.

Complaints Procedure (Worker)

If you have a complaint with an aspect of the Company's service and wish to raise this, please contact the branch manager by telephone in the first instance so that we can attempt to resolve your complaint informally.

At this stage, if you remain unsatisfied, please advise the branch manager and you can write to them via email or post. All postal addresses are listed on email exchanges and on our website.

1. We will usually acknowledge your complaint within 5 working days of receipt. Please provide as much information as possible, particularly:
 - a. What the complaint is about
 - b. What happened
 - c. Who was involved
 - d. When it happened

We will also let you know the name of the person who will be dealing with your complaint.

2. We will record your complaint in our central register within 1 working day.
3. The investigation will commence and will normally involve the following steps;
 - Fact finding interview;
 - Reviewing any relevant documentation;
 - Examining the information available
 - We expect the process to take no longer than 28 days
4. The Manager will write to you to confirm the outcome
5. At this stage, if you are still not satisfied you can write to the REC, our trade association of which we are a member marked for the attention of 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.

Serial or Unreasonable Complaints

The Company is committed to dealing with complaints fairly and impartially. We will not normally limit the contact complainants have with the Company. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect our people, including any conduct which is deemed as offensive, threatening or unreasonable.

For more details, please see the Serial or Unreasonable Complaints Policy. This is available upon request.