



Complaint's Policy and Procedure

ACCOUNTABILITY, DOCUMENT AND VERSION CONTROL

Policy Name	Complaints Policy
Company Name	Elwood Recruitment
Policy Number	12
This document is effective from:	04/04/2022
This document is approved by:	Craig Wood
For questions or queries about this document, contact:	Craig Wood Managing Director Jenna Gorton HR/Payroll and Compliance Manager

The following table details any updates, changes or developments made to this document:

Version Number	Detail	Date	Approved by
1	Version 1 policy created	05/04/2022	Craig Wood
1	Reviewed – no changes remains applicable	15/02/2023	Craig Wood
1	Reviewed – no changes remains applicable	17/01/2024	Craig Wood

Complaints Policy

Elwood Recruitment is committed to providing a high-level service to our customers. 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 office by phone: 01902 906026 in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied, please contact Jenna Gorton – HR and Compliance Manager.

You can write to him/her at:

Elwood Recruitment
Office 28
28 Cleveland St
Wolverhampton
WV1 3HT

Or if preferred email jenna@elwood-recruitment.co.uk

Next steps

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 5 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 letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 2 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 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 days from receiving their reply.
5. Our HR and Compliance Manager will then invite you to meet her to discuss and hopefully resolve your complaint. She will do this within [5] days of the end of our investigation.
6. Within 2 days of the meeting our HR and Compliance Manager will write to you to confirm what took place and any solutions she has agreed with you.
 - If you do not want a meeting or it is not possible, Jenna Gorton will send you a detailed reply to your complaint. This will include her suggestions for resolving the matter. She will do this within 5 days of completing her investigation.
7. At this stage, if you are still not satisfied you can appeal and write to us again. Another Director of the company will review Our HR and Compliance Manager's decision within 10 days.
Please address your appeal to Craig Wood craig@elwood-recruitment.co.uk
8. We will let you know of the outcome of this review within 5 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 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.

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Complaints Acknowledgment Letter

Office 28
28 Cleveland Street
Wolverhampton
WV1 3HT
Tel: 01902 906026

[insert complainant name]

[insert address]

[insert date]

Dear [insert complainant name]

Following our earlier telephone conversation, I am writing to confirm my understanding of your complaint about [insert outline of complaint].

I have attached our complaints procedure leaflet which details the procedure we will follow until we have resolved the situation with you.

We are currently investigating the circumstances surrounding the problem and you will hear from us again no later than [insert date], as agreed with you.

I would like to thank you for letting us know of your concern, and for your patience while we investigate this matter.

If you have any questions concerning this letter, or would like to discuss the complaint further, please contact myself / [insert staff name], [insert position], on [insert contact number].

Yours sincerely

[insert staff name]

[insert position]