Complaints Policy

With you all the way

Mission statement

Our mission is to provide an open, fair, and transparent process for addressing complaints from candidates, clients, and suppliers. We are committed to listening, understanding, and resolving concerns promptly while using feedback to continuously improve our services. By treating every complaint as an opportunity for growth, we aim to build trust, maintain the highest professional standards, and strengthen relationships with all stakeholders.

Policy aims

This policy outlines our commitment to handling complaints promptly, fairly, and transparently. It applies to all stakeholders, including candidates, clients, and suppliers, ensuring concerns are addressed effectively to maintain the highest standards of professionalism and service.

Scope

This policy outlines our commitment to handling complaints promptly, fairly, and transparently. It applies to all stakeholders, including candidates, clients, and suppliers, ensuring concerns are addressed effectively to maintain the highest standards of professionalism and service.

This policy covers complaints from:

- **Candidates**: Regarding recruitment processes, communication, or treatment during job placement.
- **Clients**: Relating to the quality of services, recruitment outcomes, or compliance issues.
- **Suppliers**: Concerning payment disputes, contractual obligations, or ethical concerns.

Policy Statement

We are committed to resolving complaints in a timely and professional manner. All complaints will be taken seriously, investigated thoroughly, and used as opportunities to improve our services and relationships.

How to Make a Complaint

For Candidates

- Complaints can be made via email, phone, or in writing to your recruitment consultant or the dedicated complaints team.
- Provide details about the issue, including dates, individuals involved, and supporting evidence if applicable.

For Clients

- Complaints should be directed to your account manager or emailed to our complaints department.
- Please include information about the service provided, the nature of the complaint, and relevant documentation.

For Suppliers

- Complaints can be submitted to the finance team or supplier management contact via email or in writing.
- Clearly outline the issue, including any contractual references, dates, and supporting documents.

Complaints Handling Procedure

1. **Acknowledgment**
    - Complaints will be acknowledged within **2 business days** of receipt.
    - We will confirm the complaint has been logged and provide a reference number.

2. **Investigation**
    - A designated team member will investigate the complaint, gathering information from all relevant parties.
    - Investigations will be completed within **10 business days**, unless further time is required, in which case the complainant will be notified.

3. **Response**
    - A formal response will be provided in writing, detailing the findings and any actions to be taken.
    - Where necessary, we will outline steps to prevent similar issues in the future.

- **Escalation**
    - If the complainant is not satisfied with the response, the complaint can be escalated to a senior manager or director for review.
    - Escalation requests should be made within **5 business days** of receiving the initial response.

Confidentiality

All complaints will be handled confidentially and in accordance with data protection regulations. Information will only be shared with individuals directly involved in the investigation or resolution process.

Monitoring and Reporting

- Complaints will be logged and monitored to identify trends and areas for improvement.
- A summary of complaints and resolutions will be reviewed quarterly by the management team.

Contact Information

Complaints Team
Email: lauren.cuff@work-force.co.uk
Phone: 01204 393 000
Address: 16-22 Queensbrook, Bolton, BL1 4AY

or alternatively

Please speak directly to your line manager, member of the HR team or to a director.