Premier Recruitment Solutions Limited

COMPLAINTS POLICY & PROCEDURE

Premier Recruitment Solutions Ltd 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 our Managing Director. You can write to him/her at: Premier Recruitment Solutions Ltd, 56a London Road, Southampton, Hampshire, SO15 2AH.

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 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 letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 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. A Director will then invite you to meet him/her to discuss and hopefully resolve your complaint. He/she will do this within 5 working days of the end of our investigation.

6. Within 2 working days of the meeting the Director will write to you to confirm what took place and any solutions he/she has agreed with you.

If you do not want a meeting or it is not possible, a Director will send you a detailed reply to your complaint. This will include his/her suggestions for resolving the matter. He will do this within 5 working days of completing his/her investigation.
7. 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 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.

Signature: ___________________________ Date: 20/11/19

Position: ___________________________ DIRECTOR

This policy is reviewed on a periodic basis.