

## Complaints Procedure and Policy

24-7 Staffing Limited 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 relevant office in the first instance so that we can try to resolve your complaint informally. At this stage, if you are not satisfied, please put your complaint in writing to the relevant Branch Manager. You can find Branch addresses on our [website](#) or alternatively email [info@24-7staffing.co.uk](mailto:info@24-7staffing.co.uk).

#### Next steps

1. We will send you a letter acknowledging your complaint and ask 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 acknowledgement letter within 5 days of us receiving your complaint.

If the complaint is directed at a Manager, the Managing Director may appoint another Manager or Director to investigate the complaint or may deal with it himself.

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 confirmation letter within 5 days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps;
  - We may ask members of staff involved to give their response to your complaint. They will be asked to do so 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. The Manager may invite you to meet to discuss and hopefully resolve your complaint. S/He will do this within 5 days of the end of our investigation.

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

If a meeting is not necessary or you do not want a meeting, the Manager will send you a detailed reply to your complaint. This will include their suggestions for resolving the matter. S/He will do this within 5 days of completing their 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 Consultancy and Compliance Team, REC, 20 Queen Elizabeth Street, London, SE1 2LS, or you can contact the Fair Work Agency, which is the government authority responsible for the enforcement of certain agency worker rights, by calling 0345 161 6000.

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.**