

# Complaints Policy



Essential 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 Marc Orli, Managing Director by phone on 01246 278000 in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied please contact Gary Wilson, Chairman. You can write to him at: Blenheim Court, 17, Newbold Road, Chesterfield. S41 7PG or email [gary.wilson@essentialrecruitment.co.uk](mailto:gary.wilson@essentialrecruitment.co.uk)

## Next steps

1. We will send you a letter or email 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 or email within 2 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 and confirm what will happen next. You can expect to receive our acknowledgement 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. We will then invite you to meet to discuss and hopefully resolve your complaint. We will do this within 5 days of the end of our investigation.
6. Within 2 days of the meeting we will write to you to confirm what took place and any solutions agreed with you.

If you do not want a meeting or it is not possible, we will send you a detailed reply to your complaint. This will include our suggestions for resolving the matter. We will do this within 5 days of completing 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, Dorset House, 1<sup>st</sup> Floor, 27 – 45 Stamford Street, London, SE1 9NT.

8. Finally, you can approach the Department for Business, Innovation and Skills (BIS) if a resolution has not been achieved. Details can be found at;  
<https://www.gov.uk/government/organisations/department-for-business-innovation-skills/about/complaints-procedure>

If we have to change any of the time scales above, we will let you know and explain why.

**Note:**

If your complaint is regarding equal treatment under the “Agency Workers Regulations” the following amendments to the above will apply as per the regulations;

If the complaint has not been dealt with informally you must write to Gary Wilson with full details of the complaint and why you feel equal treatment has not awarded. We will then have 28 days from receipt to investigate and reply.

If a satisfactory result is not achieved, you may then contact the client at which you work in writing with the same information. The client will then have 30 days from receipt to investigate and respond.

N.B. if the complaint is regarding Collective facilities and Amenities you may contact the client direct without contacting us first

If no suitable outcome is achieved you may then and only then have the right to approach an Employment Tribunal. Information on this can be found at;

<http://www.justice.gov.uk/tribunals/employment>

**Note:** In any event, we will comply with any statutory procedures that may relate to your complaint.