

## Internal and External Complaints Policy and Procedure

### Complaints Policy

Communicate Recruitment Solutions Limited is committed to providing a high level service to our customers and operates in accordance with the Recruitment and Employment Confederation's Code of Practice. The REC Code of Practice ensures that all members of the REC conduct their business ethically and to the highest standards. If you do not receive a satisfactory service from us, we need you to tell us about it. This will help us to improve our standards.

### Complaints Procedure

If you have an internal or external complaint, please contact **Imogen Paul** by phone on 020 3617 9731 in the first instance so we can try to resolve your complaint informally.

At this stage, if you are still not satisfied, please submit your complaint in writing to **Imogen Paul**. You can write to her at:

Communicate Recruitment Solutions Limited  
3 Copthall Avenue  
London  
EC2R 7BH

### 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. **Imogen Paul** will then invite you to meet her to discuss and hopefully resolve your complaint. She will do this within 5 working days of the end of our investigation.
6. Within 2 working days of the meeting, **Imogen Paul** 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, **Imogen Paul** will send you a detailed reply to your complaint. This will include her suggestions for resolving the matter. She will do this within 5 working days of completing her investigation.

7. At this stage, if you are still not satisfied you can write to us again. Another Director of the company

will review **Imogen Paul** 's decision within 10 working days.

8. We will let you know the outcome of this within 5 working 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, of which we are a member by writing to:

Dorset House  
First 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.**