

UNIQUE

Specialist Recruitment Ltd

Unique Specialist Recruitment Complaint Policy and Procedure

Complaint Policy

Unique Specialist Recruitment Ltd are committed to providing our customers with a quality service and to continuously improve those services but realise that there will be times when we don't always succeed

If a client/worker is unhappy about our services then we want to hear from them. Without feedback we cannot improve our service.

Complaints Procedure

If a client or worker is not happy about a service that we have provided they would need to let the person know who has provided the service, either by telephone, e-mail and letter or in person. If they do not know who they dealt with then they should contact the relevant Branch Manager at one of the following addresses:

The Coach House, Ariana gardens, Ivy Barns Lane, Margarettig Essex CM4 0EW

The complaint will be logged on our complaints register and a complaint report completed on day we receive the complaint. Confirmation of receipt of the complaint will be made to the client or worker within 2-5 working days confirming that the complaint has been received and the name of the person dealing with the complaint.

Complaints Outcome

The complaint will be investigated and responded to in full within 20 working days with a detailed reply and suggestions for resolving the matter and any solutions that have been agreed.

If the client or worker is still not satisfied with the outcome of the complaint then the complaint will be forwarded onto HR to review, after which a letter will be sent confirming our final position explaining our reasons.

We will do everything we can to put things right and review our procedures where necessary to stop problems happening again.