



Complaints Policy

Why do we need this policy?

Swann Recruitment 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. We take complaints seriously and manage them in an effective, fair and honest manner.

Who can make a complaint?

Any person or body who interacts with Swann Recruitment Ltd for the supply services of temporary and permanent staffing. This can include temporary workers, permanent workers and regulatory bodies. This policy can also extend to any third party's to our services.

All complaints are treated with confidentiality in mind. Anonymous requests will be acted upon as an opportunity to improve our services; however it is better to provide contact details so that the complainant can be informed of the outcome.

Complaints Procedure

If you have a complaint, we recommend that you contact the relevant member of staff who has been your point of contact you can do this by phone in the first instance. This will allow you and the member of staff to try and resolve your complaint informally.

At this stage, if you are not satisfied please contact XXX. You can write to or email: ADD IN EMAIL ADDRESS AND POSTAL ADDRESS

What to include in your complaint

When writing your complaint we recommend you provide as much detail as possible. This will assist us in our investigations and resolve your complaint as efficiently as possible. We recommend you include the following, if applicable:

- Your name and contact details
- Your relationship with Swann Recruitment Ltd eg Candidate, Temporary Worker, Client, Supplier etc.
- The name of the member(s) of staff involved or can assist with your complaint
- Date and times of incidents, communications etc.
- What you believe to be a resolution to your complaint
- Any additional information you believe will be relevant.

Receiving your complaint

On receipt of your complaint Swann Recruitment Ltd will respond to you to acknowledging your complaint and may ask you to confirm or explain the details set out. We will also let you know the name of the person who will be investigating your complaint. You can expect to receive the acknowledgment within 2-5 working days of us receiving your complaint.

A record of your complaint will be made within a day of having received it or as soon as practicable.

If further details or confirm any details are requested, they will acknowledge your reply to our previous acknowledgment correspondence and confirm what will happen next. You can expect to receive our second acknowledgement within 2-5 days of your reply.

Investigating your complaint

Once all details are collected, the appointed member of staff will begin the investigation. As part of the investigation the following step may be completed by the investigating officer. They may:

- ask the member of staff who dealt with you to provide information to assist with the reply to your complaint.
- telephone you to discuss your complaint further and hopefully resolve your complaint
- invite you to meet him/her to discuss and hopefully resolve your complaint
- respond to your complaint in writing to confirm what took place and any solutions they have agreed with you.

If you do not want a telephone call or a meeting is not possible, the investigating officer will send you a detailed reply to your complaint. This will include suggestions for resolving the matter. They will do this within 5 days of completing the investigation.

Appealing the complaint response

If you are not satisfied with the outcome of your complaint investigation and response you can write to us again. At this point another Director of the company will review the investigating officers decision within 10 days.

We will let you know of the outcome of this review within 5 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.

If we have to change any of the time scales set out in the above process, 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.

Status of this policy

This policy does not constitute a contract and the Company reserves the right to change its terms at any time.