



## Grievance Policy

Swann Recruitment relies on its good reputation for helpful, friendly and professional service. Any deviation from these high standards which causes dissatisfaction with the work undertaken by Swann Recruitment, the attitude of its staff or the professionalism of the service given will be taken very seriously and investigated thoroughly.

In the event of a grievance the following procedure should be followed:

- Complaint should be sent in writing by letter or email to the branch manager
- Complainant to meet with the branch manager to discuss the problem
- If the complaint is against a member of staff and the complainant would prefer not to face them initially then it will be arranged for them to be out of the office when the meeting takes place
- The manager will investigate the complaint and report back to the complainant
- If the complaint is upheld, then the manager and complainant will consider together what reparation is appropriate
- If the complaint is not upheld the manager will make a full report to the complainant explaining the reasoning
- If the complainant is not satisfied with the result the complaint will be escalated to a director of the company for further consideration.
- The directors will be kept informed throughout the process.

Signature of person responsible for policy:

Print name .....

Signature .....

Position .....

Date .....