



RED
RECRUITMENT24:7

Company Name:	Red Recruitment 24:7
Policy No.:	21
Policy Name:	Complaint's Policy and Procedure
Date:	September 2020 - audited and approved Jan 23

Complaints Policy

Red Recruitment 24:7 is committed to providing a high level of 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 the branch manager by phone on 01522 522922 (Lincoln) or 01724 277966 (Scunthorpe) in the first instance so that we can try to resolve your complaint informally.

At this stage if you are not satisfied please contact our operations manager Sam Deakin. You can write to him at:

Red Recruitment 24:7
4 Pioneer Way
Lincoln
LN6 3DH

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 7 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 7 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. Sam Deakin will then invite you to meet him to discuss and hopefully resolve your complaint. He will do this within (7) days of the end of our investigation.
6. Within 3 days of the meeting, Sam Deakin will write to you to confirm what took place and any solutions he has agreed with you.
 - If you do not want a meeting or it is not possible, Sam Deakin will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. He will do this within 5 days of completing his investigation.

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.

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, 1st Floor, 27 – 45 Stamford Street, London, SE1 9NT.

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

Useful contacts

ACAS helpline
Tel 0300 123 1100

Pay and Work Right helpline
Tel 0800 917 2368

Citizens Advice
Tel 0844 411 1444
www.citizensadvice.org.uk

Gangmasters licencing authority
Tel 0345 602 5020
Monday to Friday 9am to 5pm
Email: licensing@gla.gsi.gov.uk

Recruitment and Employment Confederation
Tel 020 7009 2100

Crimestoppers
Tel 0800 555 111
www.crimestoppers-uk.org