

Handle Recruitment Complaints Policy and Procedure

Handle 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.

Complaints Procedure

If you have a complaint, please contact Emma Dadswell, Business Operations Director. You can write to her at: UK House 180 Oxford Street, London, W1D 1NN

Next steps

1. We will send you written acknowledgement (email or letter) of your complaint and ask 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 response within 5 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 28 days of your original complaint.
4. We will then start to investigate your complaint. This will normally involve the following steps
 - Examining your record to ascertain the sequence of relevant events & related correspondence
 - Interviewing the relevant members of staff for clarification on the issue
 - Liaising with senior management as appropriate
5. Emma Dadswell may then invite you to meet her to discuss and hopefully resolve your complaint. She will do this within 5 days of the end of our investigation.
6. Within 2 days of the meeting Emma Dadswell will write to you to confirm what took place and any solutions she has agreed with you.

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7. If you do not want a meeting or it is not possible, Emma Dadswell will send you a detailed reply to your complaint. This will include her suggestions for resolving the matter. She will do this within 5 days of completing her investigation.
8. At this stage, if you are still not satisfied you can write to Peter Tafler, Managing Director who of the company will review the original decision within 14 days.
9. If you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business Innovation and Skills or APSCo the industry trade association, of which we are a member by emailing them at complaints@apsco.org

If we have to change any of the time scales above, we will let you know and explain why.