

Complaints Policy & Procedure

Complaints Policy

1st Step Recruitment Solutions 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. Your comments and feedback will help us to improve our standards, and prevent a similar occurrence.

Complaints Procedure

If you have a complaint, please contact Careena Dabbs, Group Operations Director. You can write to her at:

1st Step Solutions Ltd
Suite 15 Ground Floor
Phoenix House
Christopher Martin Road
Basildon
SS14 3EZ

Or email careena.dabbs@1ststepsolutions.co.uk Subject Line - Complaint

Next steps

1. We will send you a letter or email 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 5 business 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 5 business 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 business 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 business days from receiving their reply.
5. Careena Dabbs will then invite you to discuss the matter and hopefully resolve your complaint, this may require a face to face meeting. She will do this within 5 business days of the end of our investigation.
6. Within 2 business days of the meeting Careena Dabbs will write to you to confirm the details of our discussion and any solutions she has agreed with you.

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If you do not want a meeting or it is not possible, Careena Dabbs will send you a detailed reply to your complaint. This will include her suggestions for resolving the matter. She will do this within 5 business days of completing his investigation.

7. At this stage, if you are still not satisfied, you can write to the APSCo, our trade association of which we are a member, emails should be addressed to complaints@apsco.org and details of their investigation process can be found [here](#) or by going to their website www.apsco.org.

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

Signed



Simon Cowdrey | Chairman

April 2021

