



## **Complaint Handling Process**

## COMPLAINTS POLICY

TPP Recruitment Limited 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.

### Complaint Procedure

If you have a general complaint or a complaint relating to AWR (please see our [AWR Policy](#)), please contact Tracey George, Chief Operating Officer, by phone 020 7198 6000 in the first instance, so that we can try to resolve your complaint informally. If, after this initial contact you are not satisfied please contact Jayne Morris, Chief Executive Officer. You can write to her at: [jayne.morris@tpp.co.uk](mailto:jayne.morris@tpp.co.uk).

### Next Steps

1. We will send you a letter/email acknowledging your complaint and letting you know the name of the person who will be dealing with it. We may need to request additional information from you in relation to your complaint. You can expect to receive this acknowledgement within 2 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 then investigate your complaint. This will normally take up to 3 days.
4. We will then contact you to discuss the findings from our investigation and suggested solutions for resolving the matter, which will be confirmed to you in writing within 3 days.
5. Continuous improvement and training will be utilised to ensure complaints are resolved promptly and courteously and to the complainant's satisfaction.
6. 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 Compliance Team, REC, Dorset House, 1<sup>st</sup> Floor, 27 – 45 Stamford Street, London, SE1 9NT.

If we have to change any of the timescales 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.