

COMPLAINTS & DISPUTES POLICY & PROCEDURE

COMPLAINTS & DISPUTES POLICY

Reflect Recruitment Group 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.

In the context of this policy a “letter” may refer to a hand-written/signed letter from the Company, or, in line with the Company’s Environmental Policy, it may be more practicable or appropriate to converse via email.

COMPLAINTS & DISPUTES PROCEDURE

If you have a complaint, we would first ask you to attempt to resolve it with your original point of contact from Reflect Recruitment Group, so they can attempt to resolve it informally.

If you have a complaint that you wish to escalate, please contact Cameron Ford, Managing Director. You can write to him at: 3-5 London Road, Newark, Nottinghamshire, NG24 1TN, email info@rrgroup.co.uk or telephone him on 01636 700373.

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 3-5 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 3 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. Cameron Ford will then invite you to meet him to discuss and hopefully resolve your complaint. He will do this within 5 days of the end of our investigation.
6. Within 2 days of the meeting, Cameron Ford 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, Cameron Ford 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.
7. At this stage, if you are still not satisfied you can refer the matter to the REC, our trade association of which we are a member. Their Complaints procedure is displayed on their website, where you can complete a form and submit via email or in writing.
8. If you are still not satisfied, you can contact the Fair Work Agency at the Department for Business & Trade.

If we have to change any of the time scales above, we will let you know and explain why. In any event, we will comply with any statutory procedures that may relate to your complaint.