



Company Name	Highgrade Recruitment Ltd
Document	Complaints Policy
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Highgrade Recruitment Ltd strive to deliver a first class service and takes any complaint very seriously. We actively listen to our clients and customers to develop efficient working practices and follow the codes of conduct required to comply with guidance and laws. Please note that all complaints will be treated confidentially (in accordance with the Data Protection Act), but note that complaints of a very serious nature may need to be referred to relevant external regulatory bodies if applicable.

We want to know if you are unhappy with our services and have a procedure in place to deal with any complaints. Our designated complaints officer is Claire James.

Please put your complaint in writing, email [claire@highgraderecruitment.com](mailto:claire@highgraderecruitment.com) or via post to Claire James Highgrade Recruitment Ltd Tynllwyn Farm, Mynysddislwyn, Blackwood, NP12 2DT.

Please include as much detail as possible, include details about who was involved, dates and times of when the incident occurred, and any other relevant details that led to your complaint. Please also include what your ideal outcome would be.

Your complaint will be correctly handled and as quickly as possible: it will be logged and a reply acknowledgement will be sent within 28 days.

We will then start to investigate your complaint, identifying the cause and any actions that are necessary to resolve the matter and to prevent similar situations from occurring in the future. Part of this process may involve seeking additional clarification from you.

#### **What we will do:**

- we will acknowledge any complaint as soon as possible but within 28 days
- we will respond openly, honestly and constructively
- we will deal with your complaint appropriately, politely, confidentially and in a timely manner, usually within 28 days
- we will learn from your complaint and utilise the outcomes to improve our products and services

- we will regularly review our complaints policy to stay up to date with mandatory changes laid out by governing bodies and to maintain Quality Assurance

#### **What if you still have concerns?**

- If you are not satisfied with the response you have received from us, you can write to us again and we will escalate your complaint.
- If you have any queries about our process, please write to us again and we will re-visit the steps previously taken.