

Responsible Reliable Recruitment
Recruitment Specialists to the Teaching Profession

1. Complaints Policy

As a corporate member of the Recruitment and Employment Confederation (REC) the Company adheres to the REC 'Code of Professional Practice'.

Responsible Reliable Recruitment Ltd. is committed to providing a high level of service to its 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.

2. Complaints Procedure

If you have a complaint, please contact Robert Greatrex by phone in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied please contact Matthew Greatrex. You can write to him at:
Ashley House,
28 Ashley Road,
Newmarket,
Suffolk.
CB8 8DA.

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 5 working 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 working 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. You will then be invited to a meeting to discuss and hopefully resolve your complaint. This will take place within 5 days of the end of our investigation.
6. Within 2 days of the meeting we will write to you to confirm what took place and any solutions that have been agreed with you.

If you do not want a meeting or it is not possible, you will be sent a detailed reply to your complaint. This will include the investigator's suggestions for resolving the matter. This will be done within 5 days of completing the investigation.

7. 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 Consultancy and Compliance Team,
REC,
Dorset House,
1st Floor, 27 – 45 Stamford Street,
London,
SE1 9NT.

If we have to change any of the time scales 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.

This policy was adopted by Responsible Reliable Recruitment Ltd. in November 2013
Modelled on REC policy document 24