



## Complaints Policy and Procedure

### Complaints Policy

Central Employment Agency is committed to providing a high-level service to our customers. To receive satisfaction from us we need you to tell us about the complaint. This will help us to improve our standards.

### Complaints Procedure

If you have a complaint, please contact The Manager. You can write to them at Portland House, 54 New Bridge Street West, Newcastle upon Tyne, NE1 8AP.

#### Next steps

1. We will send you a letter acknowledging your complaint and asking you to confirm of details set out. We will also let you know the name of the person who will be dealing complaint. You can expect to receive our letter within 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 5 days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps:
  - a. We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request;
  - b. 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. The Manager will then invite you to meet them to discuss and hopefully resolve your complaint. They will do this within 5 days of the end of our investigation.
6. Within 2 days of the meeting, they will write to you to confirm what took place and any solutions they have agreed with you. If you do not want a meeting or it is not possible, The Manager will send you a detailed reply to the complaint. This will include their suggestions for resolving the matter. They will do this within 5 days of completing their investigation.
7. At this stage, if you are still not satisfied you can write to us again. Another Manager of the company review the original decision within 10 days.
8. We will let you know of the outcome of this review within 5 days of the end of the review. We will write to you confirming our final position on your complaint and explaining our reasons. If you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business Enterprise & Regulatory Reform or the REC, the industry trade association, of which we are a member by writing to the Professional Standards Team, REC, 15 Welbeck Street, London W1G 9XT

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

**Signed**  Director

**Date** 15<sup>th</sup> January 2024

**Review Date** 15<sup>th</sup> January 2025