

COMPLAINTS POLICY AND PROCEDURE

1. INTRODUCTION

This policy outlines the procedure for handling complaints between businesses. Our aim is to resolve complaints fairly, efficiently, and to the satisfaction of both parties.

2. POLICY STATEMENT

We are committed to addressing complaints in a systematic, transparent, and timely manner. This policy applies to all business-to-business interactions and ensures that all complaints are treated seriously and dealt with professionally.

3. SCOPE

This policy applies to all complaints received from businesses regarding our products, services, or any aspect of our business operations.

4. RESPONSIBILITY

The staff in the following roles are responsible for implementing this policy:

- 4.1. Dave Gordon, Joint Managing Director, has overall responsibility for the Complaints Policy and Procedure.
- 4.2. Shelly Jones, Legal Department Manager, has responsibility for the development and implementation of policy and procedure.
- 4.3. Stacey Jacques, Personnel Manager, is responsible for training the policy throughout the organisation and communicating internally and externally.

5. PRINCIPLES

- **Fairness:** All complaints will be handled impartially and fairly.
- **Transparency:** The complaints process will be transparent and well-communicated.
- **Timeliness:** Complaints will be resolved as quickly as possible.
- **Confidentiality:** All complaints will be treated with the utmost confidentiality.
- **Non retaliatory:** No retaliation or disciplinary action will be taken.

6. COMPLAINTS PROCEDURE

Step 1: Informal Discussion (For Minor Complaints)	Initiation: - For minor complaints, an informal discussion should be the first step. - Contact the relevant person or department directly to discuss the issue. Resolution: - Aim to resolve the complaint through open communication and mutual agreement. - Document the discussion and any agreed actions for future reference. Escalation: - If the complaint cannot be resolved informally, proceed to the formal complaint submission process.
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Step 2: Initial Formal Complaint	Complaint Submission: • Submit complaints in writing via email or letter. • Provide full details of the complaint, including relevant dates, times, individuals involved, and any supporting documentation. • Send complaints to the designated complaints officer or department. Acknowledgment: • Complaints will be acknowledged within 3 business days of receipt. • The acknowledgment will include the name and contact details of the person handling the complaint.
Step 3: Investigation	Investigation Process: • The complaints officer will conduct a thorough investigation. • This may involve reviewing documents, speaking to relevant individuals, and gathering additional information. Timeline: • The investigation will be completed within 14 business days of the acknowledgment of the complaint. Communication: • Regular updates will be provided to the complainant, particularly if the investigation takes longer than expected.
Step 4: Resolution	Outcome: • Upon completion of the investigation, a decision will be made, and the complainant will be informed in writing. • The response will detail the findings, any actions taken, and the rationale for the decision. Resolution Options: • Possible resolutions include an apology, corrective action, re-training or a review of procedures.
Step 5: Appeal	Appeal Submission: • If the complainant is dissatisfied with the outcome, they may appeal the decision. • Appeals must be submitted in writing within 7 business days of receiving the outcome. Appeal Process: • The appeal will be reviewed by a senior manager not involved in the initial investigation. • Acknowledgment of the appeal will be sent within 3 business days. Review Timeline: • The appeal will be reviewed, and a final decision will be provided within 14 business days of acknowledgment.

	Final Decision: The decision at the appeal stage is final.
Step 6: External Review	External Mediation: - If the complaint remains unresolved, either party may seek mediation through an external body. - Both parties must agree to the chosen mediator and bear the costs equally. Legal Action: - As a last resort, legal action may be considered. It is advisable to seek legal counsel before proceeding.

7. RECORD KEEPING

Documentation:

- All complaints and related documentation will be recorded and kept for a minimum of three years.
- Records include the initial complaint, investigation notes, correspondence, and final outcomes.

Confidentiality:

- All complaints will be handled in strict confidence and in accordance with relevant data protection laws.

8. REVIEW

Annual Review:

- This Complaints Procedure will be reviewed annually to ensure it remains effective and compliant with current regulations.

Feedback:

- Your feedback is important to us, and we are committed to continuous improvement in our business relationships. Feedback on the complaints process is welcomed and will be used to improve our procedures.

9. CONTACT INFORMATION

- Complaints Officer:** Jaime Slawson
- Email:** jaime.slawson@proactivepersonnel.net
- Address:** Proactive Personnel, 1 George Street, Chester, CH1 3EQ