

Aqumen Complaints Policy and Procedure

Purpose

Our family-run recruitment business is committed to providing high-quality services to our clients and candidates. This policy outlines the procedure for handling complaints effectively and efficiently in accordance with ISO9001:2015 and Sedex standards.

Scope

This policy applies to all complaints received from clients, candidates, or any other stakeholders regarding our recruitment services.

Principles

- We aim to resolve complaints promptly, fairly, and transparently.
- All complaints will be handled with confidentiality, sensitivity and without detriment to the complainant.
- We strive to learn from complaints to improve our services and prevent recurrence.

Complaints Procedure

1. Receipt of Complaints: Complaints can be submitted via email, phone, or in person to any member of our team.

2. Recording Complaints: Upon receipt of a complaint, it will be logged in our nonconformance system as a complaint, including details of the complainant, nature of the complaint, and date received.

3. Acknowledgement: We will acknowledge receipt of the complaint within 24 hours, providing an estimated timeframe for resolution.

4. Investigation: The complaint will be assigned to an appropriate member of our team for investigation. This may involve gathering relevant information and speaking to relevant parties.

5. Resolution: We will endeavour to resolve the complaint within 5 working days, keeping the complainant informed of progress. Once resolved, we will communicate the outcome to the complainant.

6. Escalation: If the complainant is dissatisfied with the initial resolution, they may request escalation to a senior member of our team, who will review the complaint and provide a final decision.

If at this stage, you are still not satisfied you may escalate still further by writing to the REC (Recruitment and Employment Confederation) our trade association of which we are a member. Please write to The Consultancy & Compliance Team, REC, Dorset House, 1st Floor, 27-45 Stamford Street, London, SE19NT.

Learning and Improvement

- We will analyse trends in complaints to identify recurring issues and implement preventative actions to prevent recurrence.
- Feedback from complaints will be used to continuously improve our recruitment processes and customer service via our internal quality management systems .

Review

This complaints policy will be reviewed annually to ensure its effectiveness and compliance with ISO9001:2015 and Sedex standards.

Contact Information

For any complaints or queries regarding this policy, please contact Andy Taylor Director 01977 515626. Building 4, Carrwood Park, Selby Road, Leeds LS15 4LG.

Gill Taylor

Managing Director

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