

	<h1>Complaints and Escalation Policy</h1>	
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Policy Statement

Adapt Recruit values the opinion and feedback of its employees, candidates and clients and is committed to improving service quality in response to feedback, suggestions, complaints or service issues.

We believe that our customer service is what differentiates us from our competitors, and as such we are continuously seeking ways to improve the service that we give to both our clients and candidates.

Scope of the Policy

This policy applies to all aspects of the company's service, policies and procedures. All employees are required to comply with this policy when dealing with complaints and if required complaint escalation.

Procedure

Although the bulk of service issues are raised and dealt with operationally on a day-to-day basis, there may be occasions when a particular issue needs to be raised and handled formally.

Adapt Recruit operates a very open and accessible operational structure, ensuring that the Managing Director is available when required to all parties. This structure allows decisions requiring executive level input to take place quickly and efficiently, streamlining the service to our Clients and Candidates.

All complaints and service issues will be thoroughly investigated and documented with all parties involved. Clear and accurate communication is central to effective resolution. Complaints should be made in writing, initially to the member of staff concerned. Receipt of the complaint will be acknowledged pending investigation.

Information will be requested regarding who is making the complaint together with the nature of the complaint. This will be recorded in the complaints register.

The staff member to whom the complaint was initially made (with support from a manager if necessary) will investigate the complaint and interview individual parties as appropriate. Written statements will be obtained from those interviewed and a summary report will be written. Action to resolve the complaint will be detailed and where appropriate incorporated as part of our standard processes and procedures to prevent re-occurrence and improve service. Responses to the complaint will be made in writing.

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Response times will be as follows:

- Acknowledgement of complaint within 2 working days.
- Investigation will commence immediately with an assessment of the situation and contact with all individuals involved.
- Interviews will be held within 5 working days unless there are extenuating circumstances.
- A response will be made to complainant within 2 working days of completing interviews.

Escalation Process

LEVEL 1 – Member of staff receiving the initial complaint

Upon receipt of a complaint, the complainant will receive a response within 2 working days, together with an explanation of resolution and estimated timescales to resolve.

If the Level 1 employee cannot resolve the issue or if the complaint is of a serious nature, it will be escalated to Level 2 immediately.

LEVEL 2 – Line Manager

Upon receipt of an escalated complaint and within 2 working days, the Level 2 employee will:

- Respond to the Level 1 employee and the complainant to acknowledge receipt of complaint and clarify understanding of issue.
- Provide the Level 1 employee and the complainant with an explanation of proposed resolution and anticipated timescale.

If the Level 2 employee cannot resolve the problem within the required timescales or the complaint is of a sufficiently serious nature, it will be escalated to Level 3.

LEVEL 3 – Complaints Manager

Upon receipt of an escalated complaint, the Complaints Manager will:

- Immediately commence an assessment of the situation and contact with the individuals involved within 5 working days.
- Respond to complaint within 48 hours of completing interviews.

Should the complainant be dissatisfied with any aspect of the handling of their complaint or the outcome they should contact the Director by outlining the details in full, to:

Raymond Jarvis

rjarvis@adaptrecruit.com

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or

Adapt Recruit Ltd
2 Weald Road
Brentwood
Essex
CM14 4SX

The complaint will then be investigated by the Director who will propose a suggested course of action. The Director will continue to review the outcome of the complaint at agreed times for a minimum period of 12 months.

In the event that the response to a complaint relating to professional standards is unsatisfactory, a letter may be addressed to the Recruitment & Employment Confederation (REC), outlining the details in full to:

The Professional Standards Manager
Recruitment and Employment Confederation (REC)
Dorset House
First Floor, 27-45 Stamford Street
London
SE1 9NT

The complaint will then be investigated under the REC complaints and disciplinary procedure. This procedure can be obtained by visiting www.rec.uk.com.

REVIEW

This policy will be reviewed regularly and may be altered from time to time in light of legislative changes or other prevailing circumstances.