

COMPLAINTS AND GRIEVANCE POLICY AND PROCEDURE

Complaints Policy

Prestige Recruitment Specialists Limited is committed to providing a high-level service to our workers. If you do not receive satisfaction from us or you wish to make a complaint then we need you to tell us about it. This will help us to improve our standards.

Complaints Procedure

If you have a complaint, please contact your Prestige Representative by telephone on 01482 212581 in the first instance so that we can try to resolve your complaint informally.

If you are not satisfied with the outcome of this step, please contact our HR Manager by writing to them at: Prestige Recruitment Specialists Limited, Prestige House, 12 Bowlalley Lane, Hull, HU1 1XR.

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 on 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;
 - 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. A HR Department representative from Prestige will then invite you to meet him/her to discuss and hopefully resolve your complaint. S/he will do this within 5 days of the end of our investigation;
6. Within 2 days of the meeting he/she will write to you to confirm what took place and any solutions s/he has agreed with you;
7. If you do not want a meeting or it is not possible, the HR Department representative will send you a detailed reply to your complaint. This will include his/her suggestions for resolving the matter. S/he will do this within 5 days of completing his/her investigation;
8. At this stage, if you are still not satisfied you can write to us again. A Director of the company will review the senior member of staff's decision within 10 days;

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9. 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;

10. 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.

Maintaining this policy:

The Company will monitor the effectiveness of this policy and its general compliance within the organisation. This policy will be kept up to date and amend accordingly to reflect any changes in response to revised legislation and applicable standards and guidelines.

This policy is fully supported by the top management of the Company. In support of this intent, the policy will be reviewed annually.

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