

# Complaints Procedure

1<sup>st</sup> Step Recruitment Solutions Ltd is committed to providing the highest levels of service to our clients, customers and temporary staff. If you believe that you have not received satisfactory service from us we need you to tell us about it.

This will aid us to monitor and continually improve our standards.

If you wish to make a complaint, please contact the Managing Director, Mr. Simon Cowdrey by emailing him on [info@1ststeprecruitment.co.uk](mailto:info@1ststeprecruitment.co.uk) or writing to him at:

1<sup>st</sup> Step Recruitment Services Ltd  
First Floor,  
1 Station Court,  
Radford Way,  
Billericay,  
Essex,  
CM12 0DZ

## **Following receipt of your letter/email the next steps will be:**

1. We will send you a letter/email acknowledging your complaint and asking you to confirm or further 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/email within 7 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 acknowledgement letter/email and confirm what will happen next. You can expect to receive our acknowledgement letter/email within 7 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. Mr. Cowdrey may then invite you to meet him or one of the senior managers to discuss and hopefully resolve your complaint. He will do this within 7 days of the end of our investigation.
6. Within 2 days of the meeting Mr. Cowdrey will write to or email you to confirm what took place and any solutions he has agreed with you.  
If you do not want a meeting or it is not possible, Mr. Cowdrey will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. He will do this within 5 days of completing his investigation.
7. At this stage, if you are still not satisfied you can write to/email us again. We will let you know the outcome of this review within 5 days of the end of the review. We will write to/email you confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can contact the Employment Agencies Standards Office at the Department of Trade and Industry or the REC, the industry trade association, of which we are a member in writing to the Professional Standards Manager, REC, 36-38 Mortimer Street, London W1W 7RG.

If we have to alter any of the timescales quoted above, we will notify you immediately along with reasons why.

# Operative Grievance Procedure

If an operative has a problem or concern about their assignment, work, working conditions or relationships with their colleagues, they should aim to settle their grievance informally with their immediate line manager.

If an operative's grievance cannot be settled informally, or a formal approach is preferable, the operative should raise it formally with the Company by following the procedure detailed below.

## STANDARD PROCEDURE

### ***Step 1 - Written statement***

The operative must set out their grievance in writing and send this statement to the Company.

### ***Step 2 - Meeting***

- 1) The company may invite the operative to attend a meeting to discuss the grievance.
- 2) The meeting will not take place unless:
  - the operative has informed the company of the basis for the grievance set out in the statement under step 1
  - the company has had a reasonable opportunity to consider its response to that information
- 3) After the meeting the company will inform the employee of its decision, and the company will notify the operative of his right to appeal if he is not satisfied with it.

### ***Step 3 - Appeal***

***If the operative does wish to appeal, he must inform the company within 5 working days of receiving the decision, and on doing so the company will invite him to attend a further meeting. After the appeal meeting, the company will inform the operative of its final decision.***

## MODIFIED PROCEDURE

The modified procedure will only be used in the rare circumstances where an operative has already left a particular assignment and wishes to raise a grievance, provided that both the operative and company agree to follow the modified procedure in writing.

### ***Step 1 - Written Statement***

***The operative must set out in writing their grievance and the basis for it, and send their statement to the company.***

### ***Step 2 - Written Response***

***The company will set out its response in writing and send it to the operative.***