

## **MC PERSONNEL COMPLAINTS POLICY AND PROCEDURE**

### **Complaints Policy**

*MC Personnel is committed to providing a high level service to our customers. If you do not receive satisfaction from us 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 Consultant in either the Gillingham or Gravesend Office by phone 01634 576111 (Gillingham) or 01474 566111 (Gravesend) in the first instance so that we can try to resolve your complaint informally.*

*At this stage, if you are not satisfied please contact either Danielle Cassidy (Branch Manager) at Gillingham or Tracey Stringer (Branch Manager) at Gravesend. You can write to Danielle at MC Personnel Ltd, 83b High Street, Gillingham, Kent, ME7 1BL or Tracey at MC Personnel, 6 Manor Road, Gravesend, Kent, DA12 1AA.*

#### *Next steps*

1. *You will be asked to send in your complaint in writing should you feel it has not been resolved.*
2. *We will record your complaint in our central register within a day of having received it.*
3. *We will acknowledge your complaint letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 2-5 working days of your letter being received.*
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. *Danielle / Tracey will then invite you to meet her to discuss and hopefully resolve your complaint. She will do this within 5 working days of the end of our investigation.*
6. *Within 2 days of the meeting Danielle/ Tracey will write to you to confirm what took place and any solutions she has agreed with you.*

*If you do not want a meeting or it is not possible, Danielle / Tracey will send you a detailed reply to your complaint. This will include her suggestions for resolving the matter. She will do this within 5 working days of completing her investigation.*
7. *At this stage, if you are still not satisfied you can write to us again. A Director of the company will review Danielle's / Tracey's decision within 15 working days.*
8. *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. If you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business Innovation and Skills or the REC, the industry trade association, of which we are a member by writing to the Consultancy and Compliance Team, REC, 15 Welbeck Street, London W1G 9XT.*

*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.***