

## **Ashendon Recruitment Limited T/A ARL Recruitment Complaints Handling Policy for Clients**

### **1. Purpose**

The purpose of this policy is to provide a transparent and fair process for handling complaints from Clients who have concerns or issues related to our recruitment services or individual workers. We are committed to resolving complaints promptly and improving our services based on feedback.

### **2. Scope**

This policy applies to all clients who utilise our services and have concerns about our services, interactions, or any other relevant matters.

### **3. Complaints Procedure**

#### **3.1. Making a Complaint**

Clients are encouraged to raise their concerns or complaints in the following ways:

Verbal Complaint: Speak directly with your assigned account manager or contact our office by phone during business hours.

Written Complaint: Send an email to: [complaints@arlrecruitment.com](mailto:complaints@arlrecruitment.com) or mail a written complaint to our office address listed below.

Online Complaint: Utilise our online complaints form available on our website.

#### **3.2. Information Required**

When making a complaint, please provide the following details:

Your name and contact information.

A clear and concise description of the complaint, including relevant dates and individuals involved.

Any supporting documents or evidence, if applicable.

### **4. Complaint Review**

Upon receiving a complaint, Ashendon Recruitment will:

Acknowledge receipt of the complaint within 24 hours.

Assign an internal staff member to review and investigate the complaint.

Conduct a fair and impartial investigation, including interviews with relevant parties if necessary.

Aim to resolve the complaint within 48 hours but no longer than 5 business days and inform the complainant of the outcome.

## 5. Resolution

Ashendon Recruitment Limited is committed to finding an amicable resolution to complaints. Possible resolutions may include:

An apology or acknowledgment of the issue.

Mediation

A corrective action plan.

Refund of any money due.

Improved communication or customer service.

Agreed Termination of Temporary Worker

The resolution will be provided to the complainant by email.

## 6. Escalation

If the complainant is not satisfied with the resolution provided, they can escalate their complaint by requesting a review by a higher-level manager or supervisor within Ashendon Recruitment Limited where it will be dealt with personally by the Director of the Company.

## 7. Confidentiality

We treat all complaints and related information with strict confidentiality, sharing details only with those directly involved in the resolution process.

## 8. Continuous Improvement

Ashendon Recruitment Limited is dedicated to learning from complaints and continuously improving our services to prevent future issues.

## 9. Contact Information

If you have any concerns or wish to make a complaint, please use the following contact information:

Email: [complaints@arlrecruitment.com](mailto:complaints@arlrecruitment.com)

Tel: 01442 408800

Write: Ashendon Recruitment Limited, Office 6 Kylna Business Centre, Wood Lane End, Hemel Hempstead HP2 7TG

10. If you are still not satisfied with us you can write to us again. A Director of the company will review the Decision and will let you know of the outcome of this review within 5 working days of this escalation. We will write to you confirming our final position on your complaint and explaining our reasons for this decision. If you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business Innovation and Skills.



## **10. Policy Review**

This complaints handling policy will be periodically reviewed to ensure its effectiveness and compliance with relevant laws and regulations.