

# COMPLAINTS POLICY & PROCEDURE

## COMPLAINTS POLICY

gap 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 local gap personnel branch manager by phone in the first instance so that we can try to resolve your complaint informally.

If you feel that the response is unsatisfactory and requires further investigation please refer your complaint to an Operations Director – contact details for the Operations Director best suited to deal with your complaint can be obtained from your local branch.

At this stage, if you are not satisfied please contact our HR Department who upon contact will:

1. 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. Record your complaint in our central register within a day of having received it.
3. Acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 5 working days of your reply.
4. 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. Invite you to meet HR representative to discuss and hopefully resolve your complaint. We will do this within 5 working days of the end of our investigation.
6. Within 2 days of the meeting, the HR representative will write to you to confirm what took place and any solutions agreed with you.
  - If you do not want a meeting or it is not possible, the HR representative will send you a detailed reply to your complaint. This will include suggestions for resolving the matter. We 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 the REC, our trade association of which we are a member marked for the attention of the Consultancy and Compliance Team (REC, Dorset House, 1st Floor, 27 – 45 Stamford Street, London, SE1 9NT).

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.**

## HOW TO CONTACT US

You can contact gap personnel Head Office via the following methods:

Post: gap personnel, gap personnel House, Chesney Court, Wrexham Technology Park, Wrexham, LL13 7YP.

Tel: 01978 294 201

Email [feedback@gap-personnel.com](mailto:feedback@gap-personnel.com)