

COMPLAINTS POLICY & PROCEDURE

Project Resource Limited (Project Resource) utilises the Recruitment and Employment Confederation (REC) model for Equal Opportunities & Diversity Policy.

Complaints Policy

Project Resource is committed to providing a high level service to our customers. Should for any reason you are not satisfied with us, we need you to inform us. We see feedback as essential in assisting us continually strive to improve our standards.

Complaints Procedure

If you have a complaint, please contact our Personnel Administrator. You can write to him/her at: Project Resource Limited, 2nd Floor, Hanover House, 202 Kings Road, Reading, Berkshire, RG1 4NN.

Guide to complaints process

1. We will send you a letter acknowledging your complaint & asking you to confirm or explain the details in full. We will inform you of the name of the person who will be dealing with your complaint. You can expect to receive our letter within (2 to 10) 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 acknowledgment letter & confirm what will happen next. You can expect to receive our acknowledgement letter within (2 to 10) 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 & 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. Our Personnel Administrator will then invite you to meet with a designated Project Resource Manager/ Director to discuss & hopefully resolve your complaint. This will be done where possible within 5 to 10 days of the end of our investigation.
6. Within 2 days of the meeting the Project Resource Personnel Administrator will write to you to confirm what took place & any solutions that were agreed with you.

If you do not want a meeting or it is not possible, our Personnel Administrator will send you a detailed reply to your complaint. Our reply to you will include their suggestions for resolving the matter. This reply will be done within 5 days of completing their investigation.
7. At this stage, if you are still not satisfied you can write to us again & another Director of the company will review the previous decision within 10 days.
8. *We will let you know of the outcome of this review within 5 to 10 days of the end of the review. We will write to you confirming our final position on your complaint & explaining our reasons.* If you are still not satisfied, you can contact the Employment

Agencies Standards Office at the Department of Trade & Industry or the REC, our industry trade association, of which we are a member, marked for the attention of the Professional Standards Manager, REC, 15 Welbeck Street, London, W1G 9XT.

If we have to change any of the time scales above, we will let you know & explain why.

