



## COMPLAINTS POLICY AND PROCEDURE

### Complaints Policy

Mane Contract Services Ltd is committed to providing a high level of 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 continually improve our standards.

### Complaints Procedure

If you have a complaint, please contact your Consultant by phone on 01923 470700 in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied please contact our Associate Director or HR & IMS Manager. You can send your complaint for their attention to [info@mane.co.uk](mailto:info@mane.co.uk) or [hr@mane.co.uk](mailto:hr@mane.co.uk). Alternatively, please contact us on 01923 470700.

#### Next steps

1. We will acknowledge 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 an acknowledgement response within 2-3 days of us receiving your complaint.
2. We will record your complaint on our Corrective Action Status Log within a day of having received it.
3. All complaints will be deal with in accordance with our procedure for Non-Conformance Control – Corrective and Preventative Action. If you wish to see a copy of this procedure please request this from our HR & IMS Manager.
4. We will then start to investigate your complaint. This may involve a meeting being set up to discuss and hopefully resolve your complaint.
5. Within 5 days of the meeting (or telephone discussion) we will inform you of the outcome of our investigation and any decisions or action that has taken place as a result of your complaint, where appropriate.

### Appeals Procedure

7. At this stage, if you are still not satisfied you can write to us again. The Managing Director of the company will review the decision and advise you of the outcome within 10 days.
8. 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.

**Signed**

A handwritten signature in black ink, appearing to be 'L. Red'.

**Position**      Managing Director

Date: 14<sup>th</sup> August 2012