

Customer Complaints Policy & Log Pack (REC-Aligned)

Section 1: Customer Complaints Procedure

1. PURPOSE

This procedure outlines how we handle complaints in line with the Recruitment & Employment Confederation (REC) Code of Professional Practice. We are committed to providing a professional, fair, and transparent service to all clients, candidates, and other stakeholders.

2. SCOPE

This procedure applies to all complaints received from clients, candidates, suppliers, or other parties regarding our recruitment services, staff conduct, processes, or compliance with applicable legislation.

3. DEFINITION OF A COMPLAINT

A complaint is any expression of dissatisfaction, whether written or verbal, relating to the services we provide or the behaviour of our staff, where a response or resolution is expected.

4. HOW TO MAKE A COMPLAINT

Complaints can be made by email, telephone, or in writing using the contact details below:

Email: david@beselect.co.uk

Telephone: 01403 248 448

Address: Beaumont Select Limited, 3rd Floor, Afon House, Worthing Road, Horsham RH12 1TL

5. COMPLAINT HANDLING PROCESS

Step 1 – Acknowledgement:

- All complaints will be acknowledged within five working days of receipt.
- The complaint will be logged and assigned a reference number.

Step 2 – Investigation:

- A manager or director will investigate the complaint objectively.
- Relevant staff, documents, and communications will be reviewed.
- Where appropriate, further information may be requested from the complainant.

Step 3 – Outcome:

- We aim to provide a full written response within 20 working days of acknowledgement.
- If more time is required, the complainant will be informed of the reasons and given a revised timescale.

6. POSSIBLE OUTCOMES

Following investigation, outcomes may include:

- Complaint upheld
- Complaint partially upheld
- Complaint not upheld
- Informal resolution

Where appropriate, corrective or preventative actions will be implemented.

7. ESCALATION

If the complainant is not satisfied with the outcome, they may request a further internal review.

If the matter remains unresolved, and the complaint relates to a potential breach of the REC Code of Professional Practice, the complainant may refer the matter to the Recruitment & Employment Confederation (REC).

8. CONFIDENTIALITY AND DATA PROTECTION

All complaints will be handled confidentially and in accordance with applicable data protection legislation. Information will only be shared with those directly involved in investigating and resolving the complaint.

9. RECORD KEEPING

All complaints will be recorded in a central complaints log, including details of the complaint, actions taken, and the outcome. Records will be retained in line with our data retention policy.

10. CONTINUOUS IMPROVEMENT

Complaint trends will be reviewed periodically by management to identify opportunities for service improvement, staff training, or process changes.

11. RESPONSIBILITY

The Managing Director Contracts, *David Tipple* (or nominated senior manager) has overall responsibility for ensuring complaints are handled in accordance with this procedure and REC requirements.

Customer Complaint Form (For Office use only)

Section 2: Customer Complaint Log Form

Date Logged: _____

Logged By: _____

Complaint Reference Number: _____

1. Complainant Details

Name: _____

Company (if applicable): _____

Email Address: _____

Telephone Number: _____

Relationship to Agency:

Client Candidate Supplier Other: _____

2. Complaint Details

Date of Incident: _____

Service Area:

Permanent Recruitment Interim/Contract Executive Search Other: _____

Consultant/Team Involved: _____

Method Complaint Received:

Email Telephone Letter In Person Social Media Other: _____

3. Nature of Complaint

Complaint Category:

Service Quality Conduct/Behaviour Communication Fees/Terms

Data Protection Process Delay Discrimination Other: _____

Detailed Description of Complaint:

4. Acknowledgement (REC Guidance)

Acknowledgement sent within 5 working days: Yes No

Date Acknowledged: _____

Method of Acknowledgement: _____

5. Investigation

Assigned To: _____

Investigation Start Date: _____

Investigation Notes:

6. Outcome & Resolution (Target: within 20 working days where possible)

Outcome:

Complaint Upheld Partially Upheld Not Upheld Resolved Informally

Resolution Details:

Date Resolved: _____

Response Sent to Complainant: Yes No

Date Response Sent: _____

7. Corrective/Preventative Actions

Internal Actions Required:

Staff Training Process Change Policy Update

Disciplinary Action No Further Action Other: _____

Details:

8. Escalation (REC Compliance)

Has the complainant been informed of escalation options? Yes No

If unresolved, complainant may refer the matter to the Recruitment & Employment Confederation (REC).

Date escalation information provided: _____

9. Final Sign-Off

Reviewed By (Manager/Director): _____

Date: _____

Complaint Closed: Yes No
