

Section HUMAN RESOURCES	Subject COMPLAINTS POLICY
Date 01/07/2023	Review Date 01/07/2024
Applicability Code ALL DIVISIONS	Contact AMANDA WRISDALE

The Barker Ross Group is committed to providing good quality services and do not look on complaints as unwanted. In fact, they may help us to see where our services or procedures might be improved. So do let us know where you feel we have made a mistake or done something which you found unsatisfactory or unacceptable. Even if you do not think your particular concern amounts to a 'complaint' we would still like to know about it. You may help us to deal with something we would otherwise overlook.

Step 1: Contacting us

The first step is to contact our HR Department, by post, at Ground Floor, Mercury Place, 11 St George Street, Leicester, LE1 1QG or email complaints@barkerross.co.uk

We will then confirm receipt and acknowledge the complaint within 5 working days. We will then record your complaint on our database and ask the relevant Manager/appropriate Member of staff to investigate the complaint.

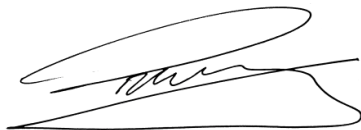
The Manager/appropriate member of staff will then respond to the complaint with any supporting documents. If they consider it appropriate, they may wish to discuss the events surrounding your complaint directly with you.

Step 2: Taking your complaint further

We hope you will only feel the need to make a formal complaint as a last resort and that you will complain to the person dealing with the matter first to give them a chance to put things right. However, if you are still unhappy, the next step is to put your complaint in writing or by telephone to the Director, setting out the details, explaining what you think went wrong and what you feel would put things right. If you are not happy about writing a letter, you can always ask a member of staff to take notes of your complaint.

Your complaint will be resolved within 7 working days unless the matter is very complicated, such as where other organisations need to be contacted. Where this is the case, we will still let you know what action is being taken and tell you when we expect to provide you with a full response.

If you are still not satisfied with the outcome of your complaint, you can contact the ARC, The Association of Recruitment Consultancies of which we are a member by writing to ARC (Association of Recruitment Consultancies) 6-7 Dubarry House, Hove Park Villas, Hove, East Sussex, BN3 6AF.



Paul Ross
Chief Executive
Barker Ross Group
July 2023