



an employee owned company

## Complaints and Compliments Procedure

The Just Recruitment Group 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 do have a complaint please contact Head Office on 01206 230322 or by writing to Tavern House, Station Road, Ardleigh, Essex, CO7 7RS

Next steps:

1. Once we have received your complaint we will acknowledge receiving it within 5 working days and inform you of who will be dealing with the complaint. We will also offer to discuss the manner in which the complaint is to be handled and the period within which the investigation is likely to be completed and the response sent to you.
2. We will record your complaint and all relevant conversations and investigations in our Complaints File.
3. We will then start to investigate your complaint. This will normally involve the following steps:
  - We will interview any persons that the complaint is about and collect statements.
  - We will examine the replies and the information you have provided us with.
4. Within 25 days we will aim to have concluded our investigation and will collaborate all our information and finalise the complaint. We will write to you with the outcome of the complaint which will include an explanation of how the complaint has been considered, conclusions reached, any remedial action(s) identified as being necessary, confirmation as to whether we are satisfied that such remedial action(s) has either been taken or will be taken, and details of your right to have your complaint reviewed.
5. If you are not satisfied with the conclusion, you can request in writing that Mrs Jennifer Wrightson, Managing Director of the Just Recruitment Group, reviews the complaint.
6. If you are still not satisfied with the results at this stage you can forward your complaint to our industries Ombudsman:

### **REC**

The REC (Recruitment and Employment Confederation) regulates the recruitment industry in the UK.

Tel: 020 7935 4112

Post: Professional Standards Department  
15 Welbeck Street  
London  
W1G 9XT

**The Local Government Ombudsman**  
PO Box 4771  
Coventry CV4 0EH

**0300 061 0614 or 0845 602 1983**

**Compliments Procedure** - It is always encouraging when you feel motivated enough to compliment us or a member of staff for something you feel they have done well – “over and above the call of duty” etc.

Naturally, we want to ensure others know you have passed a compliment because they too feel encouraged and this filters down to the standard of care we provide.

We are happy to receive any compliment in whatever manner you see fit. If it is possible that you can let Emma Kershaw, Director know of your compliment, this helps us to ensure that others may be encouraged too.

Of course, if you are that pleased, a phone call or letter to the REC is very welcome. The details for such are:

**REC**  
Professional Standards Department  
15 Welbeck Street  
London  
W1G 9XT

Telephone: 020 7935 4112

Good news is always encouraging, if you could send us a copy of that letter, we can use it to encourage others by passing this information on.

A separate file/record of any compliments received is kept at Head Office and you are welcome to look at this at any reasonable time on request.