

Complaints Policy and Procedure

Complaints Policy

Workforce Staffing 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

In the first instance please contact your Recruitment Consultant or Account Manager. Most complaints/problems are resolved this way.

If you are not satisfied with the outcome, then please contact the Branch Manager. You can write to him/her at: County House, 9 Church Green West, Redditch, B97 4EA

Next steps

1. We will send you a letter acknowledging your complaint and ask 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 our letter within 5 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 and confirm what will happen next. You can expect to receive our acknowledgement letter within 5 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 and 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. The Branch Manager will then investigate and hopefully resolve your complaint. He/She will do this within 5 days of the end of our investigation.
6. The Branch Manager will then write to you to confirm what took place and hopefully resolve the complaint. The Branch Manager will send you a detailed reply to your complaint. This will include his/her suggestions for resolving the matter. He/She will do this within 5 days of completing her investigation.
7. At this stage, if you are still not satisfied you can write to Trudy Harding, Branch Operations Director at the same address. She will acknowledge your letter within 48 hours and then respond to you within 5 working days after this.
8. If after this you are still not satisfied, then you can contact the REC, the industry trade association for the recruitment industry, of which we are a member, by writing to the Professional Standards Manager, REC, Dorset House, First Floor, 27-45 Stamford Street, London, SE1 9NT.
9. If we have to change any of the time scales above, we will let you know and explain why.