

COMPLAINTS AND APPEALS POLICY AND PROCEDURE

Complaints Policy

Contract Scotland Ltd is committed to providing a high level of service to both our candidates and clients. If you feel you do not receive satisfaction from us, please contact us via the address details below. This will help us to improve our standards.

Complaints Procedure

If you have a complaint, please contact Emma Marriott, Director. You can write to her at Contract Scotland Ltd, Scotia House, Castle Business Park, Stirling, FK9 4TZ.

Complaints from Candidates for Temporary and Permanent Recruitment

In the event of a candidate having a complaint against our organisation, we will undertake the following procedures:-

- 1) We will ask for the candidate to put the complaint in writing explaining exactly what it is they are aggrieved about and why.
- 2) On receipt of this, we will add it to our Disputes Register within 1 working day, and will acknowledge receipt within 5 working days. We will then investigate the matter in relation to the dispute.
- 3) Within 10 working days we will try to arrange a meeting with the candidate to discuss their complaint and a range of possible solutions. If the Candidate does not want to attend a meeting or it is not possible, we will send them a detailed reply to their complaint, including suggestions for resolving the matter. This will also be done within 10 working days.
- 4) If the matter is not resolved at that juncture, we will put in writing a proposal to resolve the matter, which would be valid for 28 days.
- 5) If the candidate decides to take their complaint further, please see our appeals procedure below.

Complaints Procedure for Temporary Introductions

In the event of a client being unhappy with the provision of a temporary worker, provided through our organisation, we will undertake the following procedure:-

- 1) We will ask the client to put their complaint in writing, backing up any issues that they raise with relevant documentation and figures.
- 2) On receipt of this information from the client, we will then forward this to the candidate concerned, asking them for their comments, stressing that there is no financial penalty to them through the client's actions merely that we want to try and resolve the matter as quickly as possible.
- 3) On receipt of a response back from the candidate, we will then forward the unabridged version to the client asking for their comments.
- 4) Within 5 working days of this we will arrange a meeting with the client to discuss the financial implications and possible solutions. A proposal will be given to the client at this point, which will mark our intended resolution of the issue, which will be valid for 28 days.
- 5) If a client decides not to take up our offer we would press for legal action to recover any outstanding monies due.
- 6) If the client decides to take their complaint further, please see our appeals procedure below.

Complaints Procedure for Permanent Introductions

Where the client complains about the introduction of a permanent candidate, we will undertake the following procedure:-

- 1) We will ask the client to put their complaint in writing, asking them for the reasons why they feel that the permanent candidate has been unsuitable.
- 2) On receipt of this information we will then look at the employment period that the candidate was with the organisation, independent references that we had taken prior to the candidate starting with the organisation and identify a clear understanding of the actual reasons behind the candidate's decision to leave or the client's decision to part company with them.
- 3) A meeting will be arranged with the client within two working weeks of receipt of the letter to discuss what refund they may be due. This could be resolved in a number of ways:-
 - Resolution as per Terms of Business in relation to rebate period
 - Additional refund in light of a candidate's unsuitability
 - No refund if outside our standard rebate period and the reasons for the candidate leaving are client related
- 4) If the client decides to take their complaint further, please see our appeals procedure below.

Unsuitable Candidate after Starting Work Policy

If any new information comes to light on any candidate after they have started work through ourselves on a temporary basis, or been placed in employment through our organisation on a permanent basis, we are duty bound to advise the client of what information we know, based on comments from a previous referee (and in line with the data protection act).

This information will then be forwarded to a client organisation as soon as possible for their comments. If they then decide to part company with the candidate at this junction, the issue would fall into the Complaints Procedure categories outlined above.

Appeals

- 1) If at this stage you are still not satisfied with the outcome of your complaint, you can write to us again. Your appeal will be reviewed and you will receive a written response within 10 working days and a further meeting arranged, if necessary, to resolve the matter.
- 2) If you are still unhappy you can write to the Recruitment and Employment Confederation (REC), our trade association of which we are a member, marked for the attention of the Professional Standards Team, REC, 15 Welbeck Street, London, W1G 9XT. Alternatively you can e-mail standards@rec.uk.com.

Please note that the REC will only accept complaints in writing.

You will be informed of the outcome of the review within 5 working days of the end of the review. We will write to you confirming our final position on your complaint and explaining our reasons.

- 3) If you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business, Innovation & Skills (BIS) on 020 7215 5000. Alternatively you can write to them at Department for Business, Innovation & Skills, 1 Victoria Street, London, SW1H 0ET.