

Complaints Procedure

Date Issued: Sep 2023
Issued by: Directors



Frontline Recruitment 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.

If you have a complaint, please contact **Tony Wilmot** Director. You can write to him at:

Frontline Recruitment Services Holdings Limited
Units 5/6 Castlebridge Office Village
Kirtley Drive
Nottingham
NG7 1LD

Or send an email to headoffice@frontlinerecruitment.co.uk.

Next Steps:

1. We will send you a letter acknowledging your complaint and asking 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 response 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 acknowledgement letter and confirm what will happen next. You can expect to receive our acknowledgement response within 5 days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps ;
 - i. We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request;
 - ii. 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 may take up to 4 days from receiving their reply.
5. We may then invite you to meet us to discuss and hopefully resolve your complaint. We will do this within 5 days of the end of our investigation.
6. Within 2 days of the meeting we will write to you to confirm what took place and any solutions we have agreed with you.
7. If you do not want a meeting or it is not possible we will send you a detailed reply to your complaint. This will include our suggestions for resolving the matter. We will do this within 5 days of completing the investigation.
8. At this stage, if you are still not satisfied you can write to us again. Another Director of the company will review the decision within 10 days.
9. We will let you know of the outcome of this review within 5 days of the end of the review. We will write to you confirming our final position on your complaint and explaining our reasons. If you are still not satisfied, you can contact the Employment Agencies Standards Office at the Department of Trade and Industry or the REC, the industry trade association, of which we are a member by writing to the Professional Standards Manager, REC, 36-38 Mortimer Street, London W1W 7RG.

If we have to change any of the time scales above, we will let you know and explain why.