

## **COMPLAINTS POLICY – PRINCIPAL RESOURCING LIMITED**

### **Complaints Policy**

**Principal Resourcing Limited** (referred to as “we” or “us” below) is committed to providing a high level of service to our clients and candidates. If you do not receive satisfaction from us, we need you to tell us about it. This will help us to improve our standards. We take complaints very seriously and will endeavour to resolve them as promptly as possible.

### **Incident or complaint regarding a candidate**

If you have a complaint or wish to report an incident relating to one of our candidates, you will be forwarded to your specific consultant or the branch manager who will take the necessary details. In their absence, details will be taken by a member of the team who will then inform senior members of staff as soon as possible.

Please provide us with as much detail as you can to help us investigate your complaint or incident:

1. Provide details of the complaint or incident
2. Provide specific information, for example, any times and dates of any conversations, names of people involved.

### **Dealing with your query**

1. Details will be taken and placed on an incident report form.
2. We will then try to resolve the matter with you or investigate.
3. If an investigation is necessary, the following steps will be taken:
  - The incident form will be updated at each stage and all correspondence saved in a specific incident folder.
  - We will obtain a statement from the candidate involved detailing their version of events. They may also be invited to a meeting to discuss this if we deem this necessary.
  - We will update the school with the candidate’s version of events and outcome of the meeting and discuss to get to the bottom of the issue or problem and revise a proposed solution.
  - If necessary, Principal Resourcing will take appropriate action with the candidate which may include further training, a written warning to terminate our contract should conduct not improve, termination of contract with Principal Resourcing or referral to a third-party agency.

### **Company Complaints Procedure**

If you have a complaint or need to contact us regarding an incident involving one of our employees or the Company, please contact Tracy Allen - Company compliance and HR Manager.

We will try to investigate and resolve your complaint informally.

At this stage, if you are not satisfied, please write to Michelle Grassby – Executive Director.

## Next steps

1. We will send you a letter/email 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 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 five working days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps;
  - Internal investigation of the complaint including fact finding and interviewing members of staff.
  - We will inform you of our outcome within 5 days from the date of acknowledgement.
5. We will then invite you to meet with Michelle Grassby – Executive Director or Kate Mennell – Executive Business Manager to discuss and hopefully resolve your complaint. This will be arranged within 5 days of the end of our investigation.
6. Within 2 days of the meeting Michelle Grassby will write to you to confirm what took place and any solutions that have been agreed with you.
  - If you do not want a meeting or it is not possible, Michelle Grassby will send you a detailed reply to your complaint. This will include suggestions for resolving the matter. This will be done within 5 days of completing the investigation.
7. If you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business Innovation and Skills or the REC, the industry trade association, of which we are a member by writing to the Consultancy and Compliance Team, REC, Dorset House, 1<sup>st</sup> Floor, 27 - 45 Stamford Street, London, SE1 9NT.

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

### Contact details

#### **Tracy Allen**

Company Compliance and HR Manager

T: 01482 580409

E: HR@theprl.co.uk

#### **Michelle Grassby**

Executive Director

Principal Resourcing

Avenue House

Suite 1

157 High Street

Hull

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T: 01482 580490

E: HR@theprl.co.uk

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**REC**

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PRINCIPAL RESOURCING LIMITED COMPLAINTS PROCEDURE FLOW CHART AND TIMELINES

