

Complaints Policy & Procedure 2018

“be whatever you want to be”

Balfor Recruitment is a trading division of Boston Clark Ltd, 3 Brindley Place, Birmingham, B1 2JB
T: 0121 260 0000 F: 0121 260 0028 E: contact@balfor.co.uk W: balfor.co.uk

Complaints Policy & Procedure

Balfor Recruitment 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. We treat all complaints as an opportunity to continually monitor and improve our standards. We take all complaints very seriously and will investigate and take all action necessary to resolve the complaint.

Complaints Procedure

If you have a complaint, please contact the Divisional Director. Where possible we aim to establish from the outset the seriousness of the information received. We would ask for verbal complaints to be put in writing. The Divisional Director will investigate the complaint fully. All serious complaints will be reported to the Managing Director whose direction must be taken at all times by the Divisional Director.

Next Step

1. When the Divisional Director receives a complaint, we will send you a letter acknowledging your complaint within 3 days 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 and confirm what will happen next.
2. We will record the details of your complaint in our central register within a day of its receipt.
3. We will then start to investigate your complaint. This will normally involve the following steps;
 - We will aim to establish the cause of the complaint by speaking to all parties concerned and gathering information.
 - We may ask they member of staff who dealt with you to reply to your complaint.
 - We will examine their reply and the information you have provided. If necessary we may ask the member of staff to speak to you within 2 days of our request.
4. The Divisional Director, will invite you to meet him/her to discuss and hopefully resolve your complaint. You may send a representative if you do not wish to attend or bring an advocate with you. This will be within 3 days of the end of the investigation.
5. Where the complaint has been made by a third party, we will invite them to meet the Divisional Director to discuss and hopefully resolve the complaint. The third party may send a representative if they do not wish to attend or bring an advocate with them. This will be within 3 days of the end of the investigation.

“be whatever you want to be”

Balfor Recruitment is a trading division of Boston Clark Ltd, 3 Brindley Place, Birmingham, B1 2JB
T: 0121 260 0000 F: 0121 260 0028 E: contact@balfor.co.uk W: balfor.co.uk

6. Within 2 days of meeting the Divisional Director, he/she will write to all parties concerned to confirm any solutions that have been agreed. A copy of this will also be kept on file at Balfor Recruitment.
7. If you do not want a meeting, or a meeting is not possible, the Divisional Director will send you a detailed reply to your complaint. This will include how the complaint has been investigated and his/her suggestions for resolving the matter within 5 days of the completing the investigation.
8. At this stage, if you are still not satisfied you can contact the Managing Director of Balfor Recruitment. He will review the Divisional Directors decision within 10 days.
9. We will let you know 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 explain our reason
10. Where the complaint has been made by a third party we will write to them to notify them and to confirm any actions that have been agreed.
11. If we have to change any of the timescales above, we will let you know and explain why. In addition, Temporary Workers must be aware that if they are the subject of a Service User's complaint or a Client's complaint, it may be necessary to withdraw them from that assignment until the necessary investigation is completed. If this is the case the Temporary Worker will be kept informed at all times.
12. In cases of a police investigation, steps 1-9 do not apply. Balfor Recruitment will hand over all necessary information to the police and assist them in their investigation. In such cases, a pre-cautionary suspension of the temporary worker is most likely until the investigation has been completed.
13. If we receive a complaint about suspected child abuse, steps 1 to 9 will not apply. In this situation, Balfor Recruitment will hand over all relevant information to the Local Authority concerned. We will support the Local Authority in conducting their investigation. In such cases, a pre-cautionary suspension of the temporary worker is most likely whilst the investigation by the Local Authority and Police is being completed.

The complaints policy will be reviewed by the Managing Director on an annual basis.

"be whatever you want to be"

Balfor Recruitment is a trading division of Boston Clark Ltd, 3 Brindley Place, Birmingham, B1 2JB
T: 0121 260 0000 F: 0121 260 0028 E: contact@balfor.co.uk W: balfor.co.uk