



COMPLAINTS POLICY AND PROCEDURE

Complaints Policy

The Locum Agency (UK) Limited 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

If you have a complaint, please contact us in writing in the first instance to:

Howard Rosenberg
Managing Director
The Locum Agency
Suite 1a, Oaklands Farm
Goatsmoor Lane
Stock
Essex CM4 9RH

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 letter within 2-5 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 [2-5] 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. Howard Rosenberg will then invite you to meet him to discuss and hopefully resolve your complaint. He will do this within 5 days of the end of our investigation.
6. Within 2 days of the meeting Howard Rosenberg will write to you to confirm what took place and any solutions he has agreed with you.

If you do not want a meeting or it is not possible, Howard Rosenberg will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. He will do this within 5 days of completing his investigation.
7. At this stage, if you are still not satisfied you can write to us again. Another Director (Simon Young) will review Howard Rosenberg's decision. You will receive a written reply within 10 days.
8. 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.

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

Suite 1a • Oaklands Farm • Goatsmoor Lane • Stock • Essex CM4 9RH

T: 01277 655222 • F: 01277 626263

enquiries@thelocumagency.co.uk

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FOR ALL YOUR STAFFING SOLUTIONS