



Company Name:	Footprint Recruitment Ltd ('the Group') including Footprint (Freelance) Ltd and Footprint London Ltd
Policy Name:	Complaint's Policy and Procedure
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Version:	2

Complaints Policy

The Footprint Group 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 Stephen Carr - Director by phone 0161 794 3041 in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied please contact Brian Colton You can write to him at:
7 Pennyblack Chambers, 13-15 Barton Road, Worsley, M28 2PD

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 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 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. Brian Colton will then invite you to meet him to discuss and hopefully resolve your complaint. He will do this within 5days of the end of our investigation.
6. Within 2 days of the meeting Brian Colton 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, Brian Colton 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 of the company will review Brian Colton's decision within 10 days.
 8. At this stage, if you are still not satisfied you can write to the REC, our trade association of which we are a member marked for the attention of the Consultancy and Compliance Team, REC, Dorset House, 1st Floor, 27 – 45 Stamford Street, London, SE1 9NT.

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

NOTE: In any event, we will comply with any statutory procedures that may relate to your complaint.