

Complaints Policy & Procedure

Complaints Policy

The Company is committed to providing a high level service to our customers, our temporary workers. 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

In the first instance please contact your Account Consultant or Account Manager so we can see if we can resolve your complaint informally.

If you are satisfied then please contact hr@jarell.co.uk or call our Head Office on 01922 633419 to speak to someone in person. Your complaint will be allocated to the most appropriate person. To make an anonymous report call 07949 099432 to leave a message.

We will send you a letter or email acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know who will be dealing with your complaint. You can expect to receive our communication within 2-5 days of us receiving your complaint.

We will record your complaint within a day of having received it.

We will acknowledge your reply to our acknowledgment communication and confirm what will happen next. You can expect to receive our acknowledgment communication within 2-5 days of your reply.

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

We will then invite you to meet us to discuss and hopefully resolve your complaint.

We will write to you after the meeting to confirm what took place and any solutions they has agreed with you.

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.

At this stage, if you are still not satisfied you can write to us again at hr@jarell.co.uk and our HR Director will review of the decision within a week of receiving the initial decision.

We will let you know of the outcome of this review within 5 days of the end of the review, where practicable to do so. We will write to you confirming our final position on your complaint and explaining our reasons.

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

If you are still not satisfied you can contact The Employment Agency Standards Inspectorate <https://www.gov.uk/government/organisations/employment-agency-standards-inspectorate>. Alternatively, if you are experiencing issues and would like to find support visit: <https://www.helplines.org/helplines/>

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