



Complaints Policy

Introduction:

At Carefirst Recruitment, we are committed to providing excellent service to all our temporary staff and clients. However, we recognise that there may be occasions where our staff or clients are not satisfied with the service they have received. This policy outlines our approach to handling complaints effectively and fairly.

Scope:

This policy applies to all staff and clients and or customers of Carefirst Recruitment, including individuals, businesses, and organisations.

Definition of a Complaint:

A complaint is defined as an expression of dissatisfaction, whether justified or not, about the service provided by Carefirst Recruitment, its employees, or representatives.

Objectives:

- To provide a clear and accessible process for staff or clients to raise complaints.
- To ensure that complaints are handled promptly, fairly, and impartially.
- To learn from complaints and use them to improve our products and services.
- To maintain client confidence in Carefirst Recruitment and its services.

Responsibilities:

Management: Senior management is responsible for ensuring that an effective complaints handling process is in place and for reviewing complaints trends to identify areas for improvement.

Employees: All employees are responsible for handling complaints promptly and professionally, within the guidelines of this policy.

Customers: Clients, staff and Customers are responsible for providing clear and accurate information when raising a complaint and for cooperating with Carefirst Recruitment during the complaints handling process.

Procedure:

Raising a Complaint:

Complaints should be raised as soon as possible after the issue arises, preferably within 24 hours.

Customers can raise a complaint by contacting 0207-034-0550, emailing info@carefirst.biz or writing to unit 6, Baseline Studios, Whitchurch Rd, W11 4AT.

Complaints can be made verbally or in writing. Written complaints can be submitted via email or letter.

Acknowledgement:

Carefirst Recruitment will acknowledge receipt of the complaint within 24 hours.

The acknowledgment will include the name of the person handling the complaint and an estimate of when the customer can expect a response.

Investigation:

The complaint will be investigated promptly and thoroughly by an appropriate member of staff.

The investigator may need to gather additional information from the customer or other relevant parties to fully understand the issue.

Resolution:

Carefirst Recruitment will aim to resolve the complaint as quickly as possible and no later than 5 working days.

Once a resolution has been reached, the customer will be informed of the outcome, including any actions taken to address the complaint.

Escalation:

If the customer is not satisfied with the initial response, they can request that the complaint be escalated to a more senior member of staff for further review.

If the complaint remains unresolved after escalation, the customer may have the option to refer the matter to an external dispute resolution scheme or regulatory body (REC).

Record Keeping:

Carefirst Recruitment will keep records of all complaints received, including details of the nature of the complaint, the steps taken to investigate it, and the outcome.

Review:

This complaints policy will be reviewed regularly to ensure that it remains effective and up to date. Any changes to the policy will be communicated to all relevant stakeholders.

Conclusion:

Carefirst Recruitment is committed to providing excellent service to all its customers, and we take complaints seriously. We encourage customers to provide feedback, including complaints, as this helps us to improve our products and services. If you have any questions about this policy or wish to raise a complaint, please contact Emma Janny – Emma@carefirst.biz or info@carefirst.biz – 0207-034-0550.