

Complaints

MCS Group is committed to providing a consistent, high quality and accountable level of service for all our clients and candidates. We continuously seek to improve our service by listening and responding to the views of all customers, and in particular, by following up on any complaints received.

We aim to ensure that:

- All complaints will be handled in a timely, professional, and courteous manner.
- We will address complaints appropriately and transparently, providing a clear response and, where we have fallen short, an apology and any necessary remedial action.
- We will review complaints annually to identify learning points and use this feedback to strengthen and improve our service going forward

We recognise that many concerns will be raised informally, and as such should be resolved quickly. If you have a problem with the service you have received from us the best way to resolve this is to contact your MCS Group representative, it is important the team are made aware of your concerns and are given the opportunity to put things right, if you have already discussed your problem with your MCS Group representative and you are not satisfied with the response you have had, then the formal complaints procedure detailed below should be followed.

Formal Complaints Procedure

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Company Commitment:

- Receive, Classify and Log
- Acknowledge
- Investigate
- Resolve and confirm
- Respond to customer
- Follow up, review processes and close

Complainant's Responsibility:

- Submit any complaint in writing to the Company as soon as reasonably possible.
- Bring any concerns to the attention of a member of staff without delay, so they can be addressed promptly.
- Provide a clear and detailed explanation of the issue, including any steps already taken and the outcome sought.
- Give the Company an appropriate and reasonable opportunity to investigate and respond before escalating further.
- Acknowledge that certain factors may fall outside the Company's control and may affect how quickly or fully the matter can be resolved.

Confidentiality

Except in exceptional circumstances, MCS Group will make every reasonable effort to manage and investigate complaints in a confidential manner. However, depending on the nature of the complaint and the steps required to investigate and resolve it, it may not always be possible to maintain complete confidentiality. Each complaint will be considered on its own facts and handled on a need-to-know basis. Where confidentiality cannot be fully preserved, the complainant will be informed and the reasons will be clearly explained.

Stage 1

If you have already attempted to resolve the issue informally via direct contact with your MCS Group representative and are unsatisfied with the response you have received you should write to the member of staff who dealt with you or to their manager, so that they have a full opportunity to put things right. In this communication, you should set out the details of your complaint, any actions and previous communications you have had and the consequences for you as a result, we also ask you detail the remedy you are seeking.

Stage 2

If you are not satisfied with the next response to the complaint then you can address your complaint to our Compliance Manager providing details of your complaint and the response to be reviewed. Your communication should be sent to Fran Coyle, Compliance Manager at f.coyle@mcsgroup.jobs who will forward this to the relevant Line Manager for review by them. You will receive an acknowledgement of your request from the Compliance team and your complaint will be classified as follows –

- Priority 1 – Urgent – we will respond to you in 2 working days
- Priority 2 – Non urgent - we will respond to you in 2 working weeks

If there is likely to be a delay in response detailed above, you will be updated.

MCS Group aims to resolve all complaints as efficiently as possible. However, some matters may be more complex and may require additional time to investigate fully. For this reason, the timescales set out for acknowledging and responding to complaints are intended as guidance rather than fixed deadlines. Where a complaint requires further investigation, the Line Manager will provide an interim update outlining the steps being taken and confirming when a full response can be expected.

Final Stage

If you are not satisfied with the response from stage 2, you then have the option of escalating this to a further to the Senior leadership team within MCS Group, contact details will be provided to you on request.

We ask that you send the original complaints, the reason why you are dissatisfied with the stage 2 outcome and remedy you are seeking. You must do this within 10 days of receiving the written response from stage 2.

A Director of the business (or their nominee) will respond to inform you of the action which will be taken to investigate your complaint, and when you can expect a response.

Note: If your original complaint was against a Director, then the final stage will be handled by a different Director in MCS Group.