



# Complaints Policy & Procedure

Signature:

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## Our Values



INNOVATION



PARTNERSHIP



EXCELLENCE



INTEGRITY



## POLICY

Meridian Business Support is committed to providing a high level service to our clients and candidates. Where they do not receive satisfaction from us, we encourage clients and candidates to tell us about it. This will help us to improve our standards.

## SCOPE

This policy will apply to all worker seekers both temporary and permanent and clients and applies to all of Meridian Business Support's Business Units, branches, and Support Services other than those placing workers into Healthcare environments. For Healthcare worker and client complaints please refer to our Healthcare Complaints Policy.

## PROCEDURE

1. To make a complaint, please contact the Branch Manager of the branch that you were dealing with by phone so that we can try to resolve your complaint informally. Most complaints can be quickly handled by the local branch team

## MAKING A FORMAL COMPLAINT

2. Having followed Step 1 above, if you are not satisfied with their response, please contact [complaints@meridianbs.co.uk](mailto:complaints@meridianbs.co.uk) with full details of your complaint giving as much information as possible. Formal complaints must be made in writing so that we can ensure we have as much information as possible to help us investigate and respond to you.

Please note that if you have not followed Step 1 above we will pass your complaint to the Branch Manager to ask them to respond in the first instance before escalating as a formal complaint.

### Formal Complaint Next steps

- i. We will send you an emailed response within 5 days. We will acknowledge receipt of your complaint and you may be asked to provide more information asking you to confirm or explain the details set out. We will also let you know who will be dealing with your complaint (the 'Complaint Handler'). The



Complaint Handler will normally be the next most senior member of staff to the Branch Manager but they will always be of Manager grade or above.

- ii. We will record your complaint in our central register within a day of having received it.
- iii. The Complaint Handler will then start to investigate your complaint. This will normally involve the following steps;
  - Discussing the complaint with the member of staff who dealt with you asking them to reply to the Complaint Handler with any information required to help resolve the matter
  - Reviewing any records that relate to the complaints including contact records / emails / pay records or forms that may relate to your complaint

And will sometimes involve

- Speaking to our client or any other parties involved
  - The Complaint Handler asking you to provide further information if it is required. This may be by email or by phone call.
  - Speaking to internal Meridian departments
3. Following the completion of the investigation the Complaint Handler will contact you by email or phone to confirm the outcome of the investigation. This will be within 28 days of your formal complaint being sent to us.
  4. At this stage if you are still not satisfied you can write to us again. A Director or the Head of Quality and Risk Management of the company will review the Complaint Handler's decision and will let you know of the outcome of this review within 15 working days of this escalation. 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 Inspectorate at the Department for Business Innovation and Skills or the REC, the industry trade association, of which we are a member by writing to the Consultancy and Compliance Team, REC, Dorset House, 1<sup>st</sup> 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.**