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## **IMPRESS RECRUITMENT SERVICES LTD COMPLAINTS POLICY AND PROCEDURE**

### **Complaints Policy**

Impress Recruitment Services Ltd is committed to providing a high level of service to our customers. If you do not receive a satisfactory level of service from Impress Recruitment Services or any member of its staff for any reason we need you to tell us about it. We take all complaints from our clients and candidates seriously and deal with them as a priority. Please follow the complaints procedure below as we endeavour to continually raise our minimum standards of service.

### **Complaints Procedure**

If you have a complaint, please contact Lisa Moody. You can write to her at:

**Impress Recruitment Services Ltd  
Vulcan House,  
Restmor Way,  
Hackbridge,  
Surrey,  
SM6 7AH**

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 2-5 working 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 2-5 working 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. Lisa Moody will then invite you to meet her (when possible) to discuss and hopefully resolve your complaint. She will do this within 5 days of the end of our investigation.
6. Within 2 days of the meeting Lisa Moody will write to you to confirm what took place and any solutions she has agreed with you.

If you do not want a meeting or it is not possible, Lisa Moody will send you a detailed reply to your complaint. This will include her suggestions for resolving the matter. She 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. Ebrahim Sheik Managing Director of the company will review Lisa's decision within 10 days.

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

