



Complaints Policy

Val Wade Recruitment is committed to providing a quality driven service to its clients and its candidates.

We encourage ongoing feedback and comments from those that work with us so that we can continually strive to improve our service. We are committed to responding to these comments and appreciate that we may receive complaints as part of this process.

If you have a complaint about the service you have received from Val Wade Recruitment, please contact your consultant by telephone on: 020 7355 2772, online via consultants@valwade-recruitment.co.uk. If you wish to write to us please address your letter to Managing Director, Val Wade Recruitment, 3 Hanover Square, London, W1S 1HD.

We will acknowledge your complaint within 48 hours and advise you what actions we are taking to investigate the complaint. We will endeavour to resolve all problems within 7 working days and submit a full response to you. Depending on the nature of your complaint and, if we are unable to resolve, we may refer you to the Recruitment and Employment Confederation, of which we are members. Details of this organisation can be found on its website www.rec.uk.com

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