


# Complaints Policy

## 2018

valwade  
RECRUITMENT



Complaints

### Complaints Policy

We aim to provide the highest quality of service to all Candidates and Clients, and if ever we don't, we want you to tell us. We will listen to both positive and critical comments and use them to improve our services. A complaint is any written or spoken expression of dissatisfaction with the service we provide, and we take all complaints seriously.

Our aims are to:

- Deal with complaints openly, promptly and honestly
- Try to resolve complaints amicably as soon as possible
- Learn from complaints to improve our services

Dealing with your complaint:

All our staff will be courteous and helpful in dealing with your complaint. If you wish to make a formal complaint, please contact Emma Darbyshire, using the following details:

Address:

Val Wade Recruitment  
Harbridge House 3 Hanover Square  
London W1S 1HD

Telephone: 0207 355 2772

Email: [emmad@lvalwade-recruitment.co.uk](mailto:emmad@lvalwade-recruitment.co.uk)

If you make your complaint over the telephone, we will try to reach a resolution on the spot. Similarly, if you complain in writing we will respond promptly, usually within 5 working days of receipt of your letter. If you are not happy with the initial response you receive, you can ask for your complaint to be referred to the Managing Director, who will review and try to resolve the issue within 48 hours.

Escalating your complaint:

Following Val Wade Recruitment's response to your complaint, if you are still not satisfied, you can ask for your complaint to be referred to the Recruitment and Employment Confederation (REC) for further investigation or you can contact the Employment Agencies Standards Office at the Department for Business Enterprise & Regulatory Reform:

The Recruitment and Employment Confederation  
Dorset House First Floor  
27-45 Stamford Street  
London SE1 9NT

This policy will be regularly reviewed and any changes will be published on this page.