



## Engage Services Complaints Policy

Engage Services is committed to providing a high-level service to our customers. We regularly send satisfaction surveys to clients and candidates to understand how our service is being received. If any negative feedback comes through, our Senior Leadership Team monitors this and raise issues with our teams and managers to see if we can resolve any issues without taking further action.

If you have a complaint

If you have a complaint, please contact a member of the HR department by phone (0333 800 7800) in the first instance so that we can try to resolve your complaint informally. If you would prefer to place your complaint via email, you can do so by emailing [customercare@engagepartners.co.uk](mailto:customercare@engagepartners.co.uk), this email address is monitored by our Senior Leadership Team.

If you are not satisfied with the action taken, we ask that you please contact David Evans (Director) at Engage Services, Irongate House, 22-30 Dukes Place, London, England, EC2A 7LP.

1. We will send you a letter/email acknowledging your complaint and asking you to confirm or explain the details set out. We will confirm the name of the person dealing with your complaint
2. We will record your complaint in our central register within 24 hours
3. We will acknowledge your reply to our acknowledgement letter and confirm the next steps
4. We will then begin our investigation. This will involve the following steps; We will then examine the member of staff's reply and the information you have provided for us
5. A member of the HR department will then invite you to meet to discuss and hopefully resolve your complaint
6. Within 2 days of the meeting, a member of the HR department will write to you to confirm what took place and any solutions they have agreed with you. If a meeting is not possible or suitable, a member of the HR department will send you a detailed reply to your complaint. This will include any suggestions for resolving the matter
7. At this stage, if you are still not satisfied you can write to us again
8. We will write to you confirming our final position on your complaint and explaining our reasons
9. 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, 1st Floor, 27 - 45 Stamford Street, London, SE1 9NT.