

Complaints Policy and Procedure

GPW0004.2



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1. Policy Statement

1.1 GPW Design Services Ltd is committed to providing a high-level service to our customers. Any level of service that any customer isn't satisfied with needs to be made aware of, so that the Company can continue to improve our standards.

2. Complaints Procedure

2.1 If you have a complaint, please contact the Divisional Manager/ Head responsible for the division your complaint is with by phoning 01744454300 in the first instance, so we are able to resolve the complaint informally. All information regarding the relevant contact can be found on the GPW Recruitment website.

2.2 At this stage, if you feel like your complaint has still not been resolved, please contact the Operations Director. You can write to the Managing Director at:

GPW Recruitment,
Worsley House,
North Road,
St Helens,
WA10 2BL

3. Next Steps

3.1 The Company will send you a letter acknowledging your complaint and to ask 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 days of us receiving your complaint.

3.2 The Company will record your complaint in our central register within a day of having received it.

3.3 The Company will acknowledge your reply to our acknowledgement letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 2-5 days of your reply.

3.4 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.

3.5 A Director will then invite you to meet him/her to discuss and hopefully resolve your complaint. They will do this within 5 days of the end of our investigation.

3.6 Within 2 days of the meeting, a Director will write to you to confirm what took place and any solutions s/he has agreed with you. If you do not want a meeting or it is not possible, a Director will send you a detailed reply to your complaint. This will include his/her suggestions for resolving the matter; this will be done within 5 days of completing his/her investigation.

3.7 At this stage, if you are still not satisfied, you can write to the REC, our trade association of which we are a member marked for the attention of the Consultancy and Compliance Team, REC, 20 Queen Elizabeth Street, London, SE1 2LS.

NOTE: In any event, we will comply with any statutory procedures that may relate to your complaint.

GPW

RECRUITMENT

Thank you. Ready to recruit?

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