

Complaints & Customer Service Policy and Procedure

Central Employment Agency is a member of the Recruitment and Employment Confederation (REC) and adheres to their Code of professional practice.

At Central Employment Agency we endeavour to provide you with the best possible service at all times. If you would like to make any comments, suggestions, raise a query or make a complaint about the service you have received, please contact us, our contact details are set out below. We will respond to your query within 3-5 working days.

This policy will be kept up to date, to reflect changes in the nature and size of the business. To ensure this, the policy and its effectiveness will be reviewed annually.

Courtesy

All recruitment consultants will be trained in customer service standards; will exhibit customer friendly service skills; and will be knowledgeable, professional and courteous in meeting the needs of our customers.

Communication

We, Central Employment Agency will return all phone calls and emails received from clients and registered candidates and applications in respect of specific vacancies within agreed timescales. Where we are unable to meet this agreement we will inform you of this as soon as possible and agree a new deadline.

Complaints Procedure

Central Employment Agency seeks fair, just and prompt solutions when possible to any complaints and appeals. All such issues should be directed to the Managing Director in the first instance, where they will be acknowledged and directed to the attention of the appropriate person. A complaints process is in place for disputes; copies are available from our offices.

If you have a complaint, please contact The Manager. You can write to them at Portland House, 54 New Bridge Street West, Newcastle upon Tyne, NE1 8AP.

Next steps

1. We will send you a letter acknowledging your complaint and asking you to confirm of 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 5 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 5 days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps:
 - a. We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request;
 - b. 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. The Manager will then invite you to meet them to discuss and hopefully resolve your complaint. They will do this within 5 days of the end of our investigation.
6. Within 2 days of the meeting, they will write to you to confirm what took place and any solutions they have agreed with you. If you do not want a meeting or it is not

possible, The Manager will send you a detailed reply to the complaint. This will include their suggestions for resolving the matter. They will do this within 5 days of completing their investigation.

7. At this stage, if you are still not satisfied you can write to us again. Another Manager of the company review the original decision within 10 days.
8. We will let you know of the outcome of this review within 5 days of the end of the review. We will write to you confirming our final position on your complaint and explaining our reasons. If you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business Enterprise & Regulatory Reform or the REC, the industry trade association, of which we are a member by writing to the Professional Standards Team, REC, 15 Welbeck Street, London W1G 9XT

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

Signed



Date

Review Date

Mark Trett - Operations Director

27th June 2025

27th June 2026