

Complaints Policy and Procedure

Complaints Policy

Cosmic Recruitment Limited is committed to providing a high level of service to our customers. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

Complaints Procedure

If you have a complaint, please contact Mandy Bant, Head of Cosmic People, by phone 01283 716300 in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied please contact John Bant, Managing Director. You can write to him at:

Cosmic House, Main Street, Walton on Trent. South Derbyshire. DE12 8LZ.

Next steps

1. We will send you a letter acknowledging your complaint and asking 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 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;
 - 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.
5. John Bant will then invite you to meet him to discuss and hopefully resolve your complaint. He will do this within 5 days of the end of our investigation.
6. Within 2 days of the meeting John Bant will write to you to confirm what took place and any solutions he has agreed with you.

If you do not want a meeting or it is not possible, John Bant will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. He will do this within 5 days of completing his investigation.
7. At this stage, if you are still not satisfied you can write to us again. Another Director of the company will review John Bant's decision within 10 days.

Complaints Policy and Procedure

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 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, 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.

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

9. Where the complaint has been made by a third party we will write to them to notify them and to confirm any actions that have been agreed.
10. If we have to change any of the timescales above, we will let you know and explain why. In addition, Temporary Workers must be aware that if they are the subject of a Service User's complaint or a Client's complaint, it may be necessary to withdraw them from that assignment until the necessary investigation is completed. If this is the case the Temporary Worker will be kept informed at all times.
11. In cases of a police investigation, steps 1-9 do not apply. Cosmic Recruitment limited will hand over all necessary information to the police and assist them in their investigation. In such cases, a pre-cautionary suspension of the temporary worker is most likely until the investigation has been completed.
12. If we receive a complaint about suspected child abuse, steps 1 to 9 will not apply. In this situation, Cosmic Recruitment Limited will hand over all relevant information to the Local Authority concerned. We will support the Local Authority in conducting their investigation. In such cases, a pre-cautionary suspension of the temporary worker is most likely until the investigation by the local Authority and police has been completed.

Policy to be reviewed annually by the board of Directors.

Version 2 - 11/4/16