

KENT TOP TEMPS LTD Policies & Procedures

Management of Complaints

This policy is for the benefit of all:

Kent Top Temps Ltd workers whether on a contract for services or of employment

Kent Top Temps Ltd clients

Kent Top Temps Ltd applicants to job vacancies

This policy clearly states the Kent Top Temps Ltd policy and procedures that are followed when dealing with complaints from clients or staff.

1. KTT Ltd will investigate every complaint that it receives from clients or workers regardless of the initial apparent severity.
2. KTT Ltd will investigate the details of a complaint as far as possible and will, at all times and at appropriate stages of the investigation take the appropriate action.
3. KTT Ltd will make it clear to all involved in a complaint exactly what the appropriate policies are and what the intended actions are.
4. If you have a complaint, please contact Helen Lock, General Manager. You can write to her at Kent Top Temps Ltd, Gibson Drive, Kings Hill, West Malling. Kent ME19 4QG. All complaints must be submitted in writing.
5. 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 working days of us receiving your complaint.
6. As soon as a complaint is received it will be recorded on a complaints record form in our central register within a working day of receiving it.
7. We will acknowledge your reply to our acknowledgement letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 5 working days of your reply.
8. We will then start to investigate your complaint. This will normally involve the following steps:
 - 8.1 We may ask the member of staff who dealt with you to reply to your complaint within 5 working days of our request.

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8.2 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 working days from receiving their reply.

9. Helen Lock or her delegated manager advised to you in clause 5 above, will then invite you to meet her/him to discuss and hopefully resolve your complaint. He/she will do this within 5 working days of the end of our investigation.

10. Within 2 working days of the meeting Helen Lock will write to you to confirm what took place and any solutions agreed with you.

11. If you do not want a meeting or it is not possible Helen Lock will send you a detailed reply to your complaint. This will include her suggestions for resolving the matter. She will do this within 5 working days of completion of the investigation.

12. At this stage, if you are still not satisfied you can write to us again. Laurence Faulkner, a Director of the company will review Helen Lock's decision within 10 days.

13. We will let you know the outcome of this review within 5 working 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 Office at the Department for Business, Innovation and Skills (BIS) or the REC, the industry trade association, of which we are a member by writing to the Professional Standards Manager, 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.

14. All Independent Safeguarding Authority complaints will be dealt with strictly according to requirements of the Independent Safeguarding Authority Board and in accordance with our whistleblowing policy.