

## COMPLAINTS PROCEDURE POLICY

We are committed to providing a quality service to all clients, contractors and candidates. If for any reason you are not entirely satisfied with any aspect of the service you have received from QCS Staffing then we would like you to let us know.

A complaint is classified as any written or spoken expression of dissatisfaction with the service we provide. At QCS Staffing we take complaints seriously. We aim to:

- Deal with complaints openly, promptly and honestly
- Resolve complaints amicably and as soon as possible
- Learn from complaints to improve our service

### Managing your complaint

You will find that all our staff will be courteous and helpful. In the unlikely event that you should need to make a complaint, please contact Bhavna Dooman our Group Legal and Compliance Manager in the first instance. This can be achieved by telephoning our HQ on +44 (0) 1442 870700 or writing directly to:

Bhavna Dooman  
Group Legal and Compliance Manager  
QCS Staffing  
Redwood House  
Rectory Lane  
Berkhamsted  
Hertfordshire  
HP4 2DH

When we receive details of your complaint we undertake to:

- Deal with your complaint fairly, confidentially and effectively
- Acknowledge your complaint within two working days and provide a likely timescale for resolution
- Fully investigate your comments and keep you regularly informed of the actions we are taking

In the unlikely event that you are not satisfied with the outcome of your complaint, you can contact the Employment Agencies Standards Inspectorate at the Department for Business and Trade.