Complaints Procedure

Rapid Temps Ltd is committed to providing a high level of service for all our clients and candidates. We continuously seek to improve our service by listening and responding to the views of all customers, and in particular, by following up on any complaints received.

We recognise that many concerns will be raised informally, and as such should be resolved quickly. If concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

We aim to ensure that:

- We treat a complaint as a clear expression of dissatisfaction with our service;
- We deal with complaints promptly and politely;
- We respond to complaints in the right way, with an explanation, or an apology where we have got things wrong and corrective actions, if applicable;
- We learn from complaints and we use them to improve our service.

Formal Complaints Procedure

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Company Commitment:

- Acknowledge the formal complaint in writing;
- Respond within a stated, reasonable period of time;
- Deal reasonably and sensitively with the complaint;
- Take action where appropriate.

Complainant's Responsibility:

- Bring their complaint, in writing, to the Company's attention as soon as possible and normally within 8 weeks of the issue arising;
- Raise concerns promptly and directly with any member of our staff;
- Explain the problem as clearly and as fully as possible, including any action taken to date;
- Allow the Company a reasonable time to deal with the matter;
- Recognise that some circumstances may be beyond the Company's control.

Confidentiality

Other than exceptional circumstances, every attempt will be made to ensure all complaints are dealt with confidentially. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain complete confidentiality (with each complaint judged on its own merits). If this is the case, it will be explained to the complainant.

Rapid Temps Ltd | Company number NI740786
Registered office: 28 Woodside Road Industrial Estate, Woodside Road, Ballymena, Northern Ireland, BT42 4QJ
Practising address: Greenvale Street | **Email:** info@rapidtemps.co.uk

Stage 1

If you have already attempted to resolve the issue informally via direct contact with a representative of Rapid Temps Ltd and been unsuccessful, you should write to the member of staff who dealt with you or their manager at info@rapidtemps.co.uk, so that they have a full opportunity to put things right. In this communication, set out the details of your complaint, the informal actions or previous communications you have had, the consequences for you, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 5 working days of receipt. You should receive an initial response and an explanation within 10 working days.

Stage 2

If you are not satisfied with the initial response, you can ask a Director of Rapid Temps Ltd to review your complaint. Send your request to info@rapidtemps.co.uk, marked 'Complaint review - Stage 2', with details of the complaint and the response you want reviewed. A Director or a suitably qualified reviewer who has not been involved in the matter will conduct the review. We will acknowledge your request within 5 working days, confirm who is reviewing it and aim to provide a response within 10 working days. If a response will be delayed, the reviewer will explain why and provide an updated timescale.

Rapid Temps Ltd aims to resolve all matters as quickly as possible. However, some issues are more complex and may take longer to investigate. The timescales for handling and responding to complaints are therefore indicative. If a matter needs more detailed investigation, the reviewing Director or other appointed reviewer will provide an interim response explaining what is being done and when a full reply can be expected.

Final Stage

If you remain dissatisfied after Stage 2, request a final review at info@rapidtemps.co.uk, stating your reasons and marking your message 'Final complaint review'. You must do this within 10 days of receiving the written Stage 2 response. An uninvolved Director or independent reviewer will carry out the final review.

A Director of Rapid Temps Ltd, or the appointed independent reviewer, will normally respond within 10 working days to inform you of the action that will be taken to investigate your complaint, and when you can expect a final response.

Note: If your complaint concerns a Director, or no uninvolved Director is available, the final review will be handled by an independent external reviewer. Nobody who is the subject of a complaint will determine its outcome.