COMPLAINTS PROCEDURE

OUR COMMITMENT

Spartan Recruitment Ltd is committed to providing a professional, ethical and high-quality service to all clients, candidates and temporary workers. We take all complaints seriously and aim to resolve concerns fairly, promptly and transparently.
This procedure applies to complaints relating to our recruitment, temporary staffing and employment business services. If you do not receive satisfaction from us, please tell us about it. This will help us to improve our standards.

HOW TO MAKE A COMPLAINT

If you have a complaint, please contact Danny Garth (Director) by phone (01480 597300) in the first instance so that we can try to resolve your complaint informally.

If you have a complaint about Spartan Recruitment's handling of your personal data, or the data of an individual you represent, you can raise a complaint under this Procedure.
We will acknowledge any data related complaints within 30 days of receiving them.
We will investigate data related complaints in line with this procedure and aim to provide an outcome without undue delay.

At this stage, if you are not satisfied, please write to us at either of the below addresses.

EMAIL:
complaints@spartanrecruitment.co.uk

POST:
Spartan Recruitment Ltd
7 Venture Court
Edison Road
St Ives
Cambridgeshire
PE27 3JX

To help us investigate, please provide:

- Your name and contact details
- Details of the complaint
- Dates and times of relevant events
- Names of any Spartan representatives involved
- Any supporting documents or evidence

Anonymous complaints will be considered where sufficient information is provided.

SPARTAN'S COMPLAINTS PROCESS

Stage 1 – Acknowledgement

We will acknowledge receipt of the complaint within **five working days**, and ask you to confirm or explain the details set out.
The complaint will be logged on our Complaints Register and assigned to an appropriate manager for investigation.
We will acknowledge your Confirmation or Explanation in writing within **five working days** of receiving it.

Stage 2 – Investigation

We will investigate the complaint objectively and may:

- Review recruitment records
- Review candidate files
- Review communication records
- Speak with employees involved
- Request additional information from the complainant

1. We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request;
2. We will then examine the member of staff's reply and the information you have provided for us.
3. If necessary, we may ask you to speak to them. This will take up to **four working days** from receiving their reply.
4. The designated manager will then invite you to meet and discuss, and hopefully resolve, your compliant. They will do this within **five working days** of the end of there investigation.
5. Within **two working days** of the meeting, the designated manager will write to you to confirm what took place and any solutions they has agreed with you.

If you do not want a meeting or it is not possible, the designated manager will send you a detailed reply to your complaint. This will include their suggestions for resolving the matter. they will do this within **five working days** of completing their investigation.

Where safeguarding concerns are raised, immediate action may be taken before the investigation is concluded.

Stage 3 – Outcome

Where additional investigation is required, we will provide an update explaining the reason for any delay and a revised timescale.
Outcomes may include:

- Explanation and clarification
- Formal apology
- Corrective action
- Additional training for staff
- Review of internal procedures

- Referral to external authorities where required

Escalation

If the complainant is dissatisfied with the outcome, they may request a review by a Director of Spartan Recruitment Ltd within **ten working days** of receiving the decision.
The review will be conducted by a senior manager or director not previously involved in the investigation wherever possible.
A final written response will normally be issued within **ten working days** of the appeal being received.

If you are still not satisfied you can write to the **REC**, our trade association of which we are a member, marked -

FAO the Consultancy and Compliance Team
REC
20 Queen Elizabeth Street
London
SE1 2LS

Or you can contact the Fair Work Agency, which is the government authority responsible for the enforcement of certain agency worker rights, by calling 0345 161 6000.

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

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

Safeguarding Complaints

Any complaint involving:

- Children or young people
- Vulnerable adults
- Allegations of abuse
- Professional misconduct
- Criminal behaviour
- Serious breaches of safeguarding procedures

will be escalated immediately to senior management.
Where appropriate, concerns may also be referred to:

- The client organisation
- The Disclosure and Barring Service (DBS)
- The Local Authority Designated Officer (LADO)
- The Care Quality Commission (CQC)
- Police or other relevant authorities

Confidentiality

All complaints will be handled confidentially and in accordance with UK data protection legislation. Information will only be shared where necessary for investigation, safeguarding or legal purposes.