

# COMPLAINTS & GRIEVANCE POLICY

## Serply Recruitment Ltd

### 1. Policy Statement

Serply Recruitment Ltd is committed to handling complaints, concerns, and grievances in a fair, transparent, and consistent manner.

We recognise that individuals may raise concerns relating to recruitment processes, assignments, working conditions, treatment, or pay, and we are committed to ensuring that all concerns are addressed appropriately and without undue delay.

Serply Recruitment Ltd will take all reasonable steps to ensure that individuals are able to raise concerns without fear of detriment and that all complaints are handled in accordance with applicable legislation and best practice.

### 2. Scope

This policy applies to:

- Candidates engaged in recruitment processes
- Temporary workers and agency workers
- Employees of Serply Recruitment Ltd
- Contractors and individuals working through Serply Recruitment Ltd

This policy applies to concerns arising within Serply Recruitment Ltd operations and at client sites where workers are placed.

### 3. Purpose

The purpose of this policy is to:

- Provide a clear and structured process for raising concerns
- Ensure complaints are investigated and resolved fairly
- Promote transparency and accountability
- Protect individuals from victimisation
- Support continuous improvement in service delivery

### 4. Types of Complaints

Complaints and grievances may include, but are not limited to:

- Pay discrepancies or payroll issues
- Working hours, breaks, or conditions
- Treatment by clients, colleagues, or supervisors
- Harassment, discrimination, or victimisation
- Health and safety concerns

- Assignment changes or termination
- Recruitment process concerns
- Breaches of policies or procedures

## **5. Informal Resolution**

Where appropriate, individuals are encouraged to raise concerns informally in the first instance.

Serply Recruitment Ltd may:

- Provide clarification
- Facilitate discussion
- Resolve minor issues quickly

## **6. Formal Complaints Procedure**

Where informal resolution is not appropriate or has not resolved the issue, a formal complaint may be raised.

A formal complaint should include:

- A clear description of the concern
- Relevant dates and details
- Individuals involved (where known)
- Any supporting information

Complaints may be submitted verbally or in writing.

## **7. Acknowledgement**

Serply Recruitment Ltd will:

- Acknowledge receipt of the complaint
- Record the complaint for audit purposes
- Confirm the next steps

## **8. Investigation Process**

Serply Recruitment Ltd will:

- Review all relevant information
- Request further details where necessary
- Engage with the client where applicable
- Conduct a proportionate investigation

Investigations will be carried out fairly and without bias.

## **9. Outcomes**

Following investigation, Serply Recruitment Ltd may:

- Provide an explanation or clarification
- Take corrective action
- Liaise with the client to resolve the issue
- Adjust assignments where necessary
- Escalate the matter where appropriate

The outcome will be communicated to the individual.

## **10. Escalation and Appeal**

If the individual is not satisfied with the outcome, they may request a review or escalation.

Serply Recruitment Ltd will:

- Reconsider the matter
- Review the process followed
- Provide a final response

## **11. Client Involvement**

Where a complaint relates to a client assignment:

- The client may be contacted
- Relevant information may be shared where appropriate
- Serply Recruitment Ltd will act as the intermediary

## **12. Confidentiality**

All complaints will be handled confidentially so far as reasonably practicable.

Information will only be shared where necessary to investigate and resolve the issue.

## **13. Protection from Detriment**

No individual will suffer:

- Loss of work
- Unfavourable treatment
- Victimisation

as a result of raising a genuine complaint.

## **14. Malicious or Vexatious Complaints**

Knowingly false or malicious complaints may be treated as misconduct.

However, individuals raising concerns in good faith will not be penalised.

## **15. Record Keeping**

Serply Recruitment Ltd will maintain records of:

- Complaints received
- Investigations conducted
- Outcomes and actions taken

All records will be stored securely in line with data protection requirements.

## **16. Responsibilities**

Serply Recruitment Ltd will:

- Handle complaints fairly and promptly
- Maintain appropriate records
- Communicate clearly

Individuals must:

- Raise concerns honestly
- Provide relevant information

Clients must:

- Cooperate with investigations
- Support resolution where required

## **17. Relationship with Other Policies**

This policy should be read alongside:

- Whistleblowing Policy
- Anti-Harassment Policy
- Equality Policy
- Data Protection Policy

## **18. Monitoring & Review**

This policy will be reviewed regularly to ensure effectiveness and compliance.

## **19. Contact**

For further information regarding this policy, please contact:

Serply Recruitment Ltd  
Red Hill House, 41 Hope Street, Chester, CH4 8BU  
01244 646 892