

The Organisation is committed to providing a high level service to our customers. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

Complaints Procedure

If you have a complaint, please contact your local branch in the first instance by phone or in person, so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied please write to Joanne Fisher, Administration Manager, at Wise Employment, Unit 5 Kingswood Orchard, Hyde Road, Swindon, Wiltshire, SN2 7RR. E-mail: jof@wiseemployment.co.uk

Next steps

1. We will acknowledge your complaint in writing, letting you know the name of the person who will be dealing with your complaint, which will normally be a senior manager. You can expect to receive our acknowledgement within 2 days of receipt.
2. We will investigate your complaint, which will take up to 10 working days. This will normally involve the following steps;
 - ▶ We may contact you to confirm any details that are not clear in your letter
 - ▶ We will ask the member of staff who dealt with you to provide the Senior Manager with a response to your complaint
 - ▶ We will examine the member of staff's reply and the information you have provided for us
3. Where required, you will be invited to meet a meeting to discuss your complaint. This will be within 5 days of our investigation. Within 2 days of the meeting, we will write to you to confirm what took place and any solutions that were agreed with you.
4. Where no meeting has taken place, we will send a detailed reply to your complaint. This will include suggestions for resolving the matter. We will do this within 5 days of completing the investigation.
5. At this stage, if you are still not satisfied you can write to us again. Lorraine Hill, Director, will review the initial decision within 10 working days.
6. We will let you know of the outcome of this review within 2 days of the end of the review. We will write to you confirming our final position on your complaint and explain our reasons. If you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business, Energy & Industrial Strategy or the REC, the professional body for UK recruitment businesses, of which we are a member by writing to the Consultancy and Compliance Team, REC, 15 Welbeck Street, London W1G 9XT.

Notes

7. If we need to change any of the timescales above, we will let you know.
8. In any event, we will comply with any statutory procedures that may relate to your complaint.