



Task Recruitment Ltd
Complaints Policy

Task Recruitment Ltd is committed to providing a high level service to our applicants; clients, employees and workers. 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 Mrs Susan Handcock, Managing Director. You can write to her at: 16 Downshire Road, Holywood, BT18 9LX

Next Steps:

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 3 days of us receiving your complaint.
2. We will record your complaint in our central register within a day of having received it
3. We will acknowledge your reply to our acknowledgement letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 3 days of your reply.
4. We will then start an investigation on your complaint. This will normally involve the following steps:
 - o We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request
 - o We will then examine the member of staff's reply and the information you have provided for us. If necessary, we may ask you to speak to them. This will take up to 4 days from receiving their reply.
5. Susan Handcock will then invite you to meet her to discuss and hopefully resolve your complaint. This will be done within 5 days of the end of our investigation.
6. Within 2 days of meeting Susan, she will write to you to confirm what took place and any solutions she agreed with you.
7. If you do not want a meeting or it is not possible, Susan will send you a detailed reply to your complaint. This will include her suggestions for resolving the matter. She will do this within 5 days of completing this investigation.
8. At this stage, if you are not satisfied you can write to us again, and another Director of the organisation will review Susan's decision within 10 days.
9. We will let you know of the outcome of this review within 5 days of the end of the review
10. We will write to you confirming our final position on your complaint and explaining our reasons, if you are still not satisfied, you can contact the Employment Agency Inspectorate (EAI) Department for the Economy, 4th Floor, Adelaide House, 39-49 Adelaide St, Belfast, BT2 8FD.

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