

Complaint's Policy

Company Name: Tailored Staff Ltd

Policy Name: Complaint's Policy and Procedure

Complaints Policy

Tailored Staff Ltd 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 the consultants/manager you were dealing with initially by phone 02080873609 in the first instance so that we can try to resolve your complaint informally. At this stage, if you are not satisfied, please contact Kate Cerna, Managing Director. You can email to her at: kate@tailoredstaff.co.uk

Next steps

1. We will send you an e-mail 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 response within 2-5 working days of us receiving your complaint.
2. We will then start to investigate your complaint. This will normally involve the following steps; • We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request; • 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.
3. Kate Cerna will then invite you to meet her to discuss and hopefully resolve your complaint. She will do this within 10 days of the end of our investigation.
4. Within 2 days of the meeting Kate Cerna will write to you to confirm what took place and any solutions she has agreed with you. • If you do not want a meeting or it is not possible, Kate Cerna 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 her investigation.
5. At this stage, if you are still not satisfied you can write to us again.
6. We will let you know of the outcome of this review within 5 days of the end of the review. We will write to you confirming our final position on your complaint and explaining our reasons. If you are still not satisfied, we will escalate the matter for review to the managing director Kate Cerna, who will aim to respond within 10 working days. This is the final stage of the complaints process.