

Complaints Policy

Last updated: 1 July 2025

At **Renford Recruitment Ltd**, we are committed to providing a high standard of service to all clients and candidates. We welcome feedback and take complaints seriously, viewing them as an opportunity to improve our services and maintain professional excellence.

1. Purpose

This policy outlines how individuals can raise concerns or complaints, and how we respond in a fair, consistent, and transparent manner. It reflects our commitment as a member of the **Recruitment & Employment Confederation (REC)** to uphold the highest standards of service.


2. What Is a Complaint?

A complaint is any expression of dissatisfaction—whether verbal or written—about the service, behaviour, decisions, or actions of Renford Recruitment Ltd or our representatives.

3. How to Make a Complaint

Complaints can be raised by:

 **Email:** info@renfordrecruitment.co.uk

 **Phone:** 07443 845 464

 **Website Contact Form:** www.renfordrecruitment.co.uk

To help us investigate, please provide:

- Your name and contact details
- A clear description of the issue
- Relevant dates, names, or documentation

4. Complaints Procedure

Stage 1: Informal Resolution

We encourage individuals to raise concerns informally at first. Wherever possible, we will resolve the issue quickly and directly.

Stage 2: Formal Complaint

If you're not satisfied or prefer to formalise the issue, you may submit a complaint in writing.

We will:

- Acknowledge the complaint within **2 working days**
- Investigate and respond within **10 working days**
- Keep you updated if further time is needed (up to **20 working days**)

Stage 3: Internal Review

If you are not satisfied with the outcome, you may request a review by a senior member of staff. We will respond within **10 working days** with a final decision.

5. External Resolution

If the matter remains unresolved, you may contact one of the following bodies, depending on the nature of your complaint:

- **Recruitment & Employment Confederation (REC)**
www.rec.uk.com
- **Information Commissioner's Office (ICO)** (for data protection concerns)
www.ico.org.uk | ☎ 0303 123 1113

6. Monitoring and Improvement

All formal complaints are recorded, reviewed, and monitored to identify patterns and improve the quality of our services. We review this policy annually or sooner if necessary.

As a member of the Recruitment & Employment Confederation (REC), Renford Recruitment Ltd is committed to upholding the REC Code of Professional Practice in the handling of all complaints.