

Company Name:	Red Snapper Group
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1. Complaints Policy

Red Snapper Group is committed to providing a high level service to our customers. Red Snapper Group operates in accordance with and in adherence to the Recruitment & Employment Confederations code of good recruitment practice. The REC code of good recruitment practice ensures that all members of the REC conduct their businesses ethically and to the highest standards. Red Snapper Group is committed to establishing and maintaining the highest standard of internal and external complaints and dispute resolution procedures.

If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

Formal complaints will be responded to in writing within 20 working days, from the date the complaint was received, unless the complaint is otherwise resolved in the meantime informally.

If the Complaints Contact Person cannot respond to the complaint within 20 days, the Complaints Contact Person must inform the individual of the reasons for delay.

2. Complaints Procedure

2.1 Informal Procedure

An "open door" policy is operated by Red Snapper Group in respect of all matters concerning an internal employee's rights and general welfare. Employees are encouraged to discuss any problems or concerns that they have on an informal basis with their immediate Line manager in a confidential interview. The Group Human Resources Manager can be present if requested by the employee during this informal interview. The decision of any interview will remain confidential, (unless there is a risk of personal danger or a criminal offence has occurred).

An agency worker/consultant/trainer may wish to make a complaint regarding their placement and/or their treatment by a Red Snapper employee and/or their Hiring Manager. First and foremost, workers can either call or email their recruitment consultant (Complaints Contact Person) and provide them with details of the complaint. Details of said complaint will be logged on our internal

recruitment system against their compliance file to ensure the complaint is correctly logged and recorded. The recruitment consultant will then have 7 days to investigate the complaint and if needed use the assistance of their Line Manager to help investigate.

The Complaints Contact Person will make all reasonable and necessary efforts to resolve the complaint.

A Worker or Client complaint will not be investigated solely by the Complaints Contact Person, if the Complaints Contact Person is involved in the subject matter of the complaint. If this is the case the complaint will be investigated by a nominated Complaints Contact Persons which will be the Team Manager. If the complaint is not resolved informally within the 7 day period, a formal complaint can be made.

2.2 Formal Procedure

If you have a formal complaint, please contact Managing Director, Martin Jerrold by phone 02031193319 in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied please contact Finance Director, Helen Jerrold. You can write a formal complaint letter to the Directors at: 10 Alie Street, London, E1 8DE.

A formal complaint must be made within 3 months of the incident taking place that you wish to make a complaint about.

2.3 Next steps

1. In the event that the grievance is not resolved by the informal procedure or the complainant is not satisfied with the decision taken by his/her Complaints Contact Person they must put their grievance in writing and this will be escalated to either Martin Jerrold or Helen Jerrold for a meeting to be arranged.
2. The complainant shall not take any further steps in relation to the grievance for a period of 28 days from his/her written notification of the grievance, to enable the employer to respond and follow the appropriate procedure.
3. A meeting will normally be arranged within 1- 2 working days of the request and the complainant will be entitled to be accompanied by a work colleague of their choice or trade union representative. The employee/worker must take all reasonable steps to attend the meeting.
4. The complainant will be given every opportunity to raise any concerns or queries and agree with Martin Jerrold how they, the complainant, should be supported during the investigation and in the event that it leads to disciplinary proceedings. Martin Jerrold will then take brief notes of the discussions with the complainant and these will be sent to the Red Snapper Board members. The complainant will be entitled to a copy of any meeting records or formal minutes, which exist.
5. The Red Snapper Board members will notify the respondent, (the person who is the subject of the complaint) that a formal complaint has been made against them and before proceeding with an investigation will decide whether legal advice should be taken or the police contacted. All parties will be reminded of the requirement to maintain confidentiality.

6. The Red Snapper Board members will investigate the complaint or appoint an appropriate member of staff to investigate the complaint and specify the time scale for the investigation, and the date by which an investigation report must be prepared and ensure that all parties receive appropriate information regarding the investigation. On the basis of the investigation report the Red Snapper Board members will then determine if a disciplinary hearing will be held against the respondent.
7. The complainant will be informed of Red Snapper Group's decision regarding his/her complaint shortly after the meeting. The complainant will also be informed of the right to appeal the decision.
8. Any fellow worker who acts as a companion at a disciplinary hearing will be entitled to take paid time off work to prepare for and go to a hearing.

3. Appeals

In the event that the grievance remains unresolved or the complainant is still not satisfied with the outcome they may appeal to the Red Snapper Board members within 5 days working days. A meeting will normally be arranged within 5-7 working days of the request and the complainant will be entitled to be accompanied by a work colleague. The employer will inform the complainant of his decision in writing shortly after the meeting.

If you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business Innovation and Skills or the REC, the industry trade association, of which we are a member by writing to the Consultancy and Compliance Team, REC, Dorset House, 1st Floor, 27 - 45 Stamford Street, London, SE1 9NT.

4. Ex-Employee Complaints Procedure

Where the complainant has since left the employment of the employer at the time of presenting his/her written grievance, then with the consent of the complainant, no hearing shall take place. On receipt of the former employee's written grievance the employer will simply send a written response to the complainant. This procedure shall also apply where it is not reasonably practicable to hold a meeting, for example, where the complainant is out of the country and unlikely to return.

End.