

Complaints Policy

Firmin Recruit 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

1. If you have a complaint, please contact the Divisional Manager of Firmin Recruit at the following address:

Alan Firmin Ltd T/A Firmin Recruit
Kemsley Fields Business Park
Sittingbourne
Kent
ME10 2FE

Email: info@firminrecruit.com
2. We will send you a letter to acknowledge your complaint and ask 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 5 days of us receiving your complaint.
3. Your complaint will be recorded and the person handling your complaint will acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 5 days of your reply.
4. Your complaint will be fully investigated. We may need to speak to you further to discuss the complaint and hopefully find a resolution.
5. Within 2 days of the meeting we will write to you to confirm what took place and any solutions that were agreed with you.
6. If you do not want a meeting or it is not possible, we will send you a detailed reply to your complaint. This will include our suggestions for resolving the matter. We will do this within 5 days of completing the investigation.
7. If you are still not satisfied you can write to the Company Director who will review the decision within 10 days.
8. We will advise you 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.
9. If you do not wish to refer the matter to the Company Director you can contact The REC, our industry trade association of which we are a member, marked for the attention of the Consultancy and Compliance Team, REC, 15 Welbeck Street, London W1G 9XT.
10. If you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business Innovation and Skills if the matter relates to our legal obligations under the Employment Agencies Act (*for more information see <http://www.bis.gov.uk/policies/employment-matters/eas>*)

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