

# Complaints Policy

Complaints, whether received from a temporary candidate, permanent candidate, member of staff, client, supplier or member of the public, must be dealt with in the same way.

All complaints received by **Partners Employments**, a division of Partners Employment, will be documented, actioned accordingly and responded to within seven working days.

If the issue is not adequately resolved we ask that the complaint is put in writing, in English, to the Directors who will investigate the complaint and respond to you within a further seven working days\*.

Complainants also have the right to appeal against the decision made by the Directors to:

The Professional Standards Manager  
The Recruitment and Employment Confederation  
15 Welbeck Street  
London,  
W1G 9XT

\* Depending on the nature of the complaint this may take longer to investigate.