

Complaints Procedure

Partners Employment 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

Complaints, whether received from an employee, member of staff, client, supplier member of the public, must be dealt with in the same way.

If you have a complaint, please contact a member of the Management Team by phone on **01225 760777** or email enquiries@partnersemployment.co.uk so that we can try to resolve with your complaint informally.

If you are not satisfied with the outcome please write to either Lynda or Andrew Huxham, Joint Managing Directors at Partners Employment, 7 Church Walk, Trowbridge, BA14 8DX.

Your complaint will be acknowledged by letter and you may be asked to confirm or explain the details of the issue. You will be informed of the name of the person dealing with your complaint, details of the process and the time-scale. You can expect to receive our letter within 7* working days.

If you are not satisfied with the outcome of the investigation you have the right to appeal against the decision made by the Managing Directors to the REC. You will need to complete a REC complaints form which you can download from their website [www.rec.uk.com/about-recruitment/standards/How to Complain](http://www.rec.uk.com/about-recruitment/standards/How_to_Complain)

*this time may be increased depending on the nature of the complaint.