

## COMPLAINTS POLICY – ACADEMIC APPOINTMENTS LIMITED

**Academic Appointments** 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

If you have a complaint, please contact Pete Riley – Managing Director. You can write to him at: Academic Appointments Ltd, Templar House, 4225 Park Approach, Thorpe Park, Leeds, LS15 8GB

### Next steps

1. We will send you a letter/email acknowledging your complaint and asking 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.
2. We will record your complaint in our central register within a day of having received it.
3. We 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. We will then start to investigate your complaint. This will normally involve the following steps;
  - We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request;
  - We will then examine the member of staff's reply and the information you have provided for us. If necessary we may ask you to speak to them. This will take up to 4 days from receiving their reply.
5. Pete Riley (Managing Director) will then invite you to meet him to discuss and hopefully resolve your complaint. He will do this within 5 days of the end of our investigation.
6. Within 2 days of the meeting Pete Riley will write to you to confirm what took place and any solutions he has agreed with you.

If you do not want a meeting or it is not possible, Pete Riley will send you a detailed reply to your complaint. This will include suggestions for resolving the matter. This will be done this within 5 days of completing the investigation.

7. If you are still not satisfied you can contact the REC (Recruitment and Employment Confederation), our trade association of which we are a member, in writing, marked for the attention of the Professional Standards Manager, REC, Dorset House, First Floor, 27-45 Stamford Street, London SE1 9NT
8. \*(We will let you know 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 explaining our reasons). If you are still not satisfied, you can contact the Employment Agencies Standards Office at the Department for Business Energy Industrial Strategy (BEIS).

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

(\*Delete/use as appropriate)

Signed



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Managing Director

Academic Appointments Limited

UPDATED 3/1/18