



COMPLAINTS POLICY AND PROCEDURE

Deanston Cooper is committed to providing a highest possible level of service to our clients and candidates. If you do not receive satisfaction from us, we need you to tell us about it, as this will help us to improve our standards.

COMPLAINTS PROCEDURE

If you have a complaint, please contact Russell McCaig, Managing Director by phone on 0141 637 9544 in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied please write to him at Deanston Cooper, Regent Court, 70 West Regent Street, Glasgow or email russell.mccaig@deanstoncooper.com Please explain the nature of your complaint – what exactly you are aggrieved about and why.

Next steps:

1. We will record your complaint in our Central Register within a day of having received it.
2. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. At this stage we may ask for any additional supporting documentation to be provided. You can expect to receive our letter within 5 days of us receiving your complaint.
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 will ask any members of staff, clients or candidates who are central to your complaint to reply to it within 5 days of our request;
 - We will then examine the reply(ies) 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(ies).
5. Russell McCaig 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. Please note that agreed Terms and Conditions of Business will form the basis of any resolution of client complaints.
6. Within 2 days of the meeting we 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, Russell McCaig will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. He will do this within 5 days of completing his investigation.

APPEALS

If at this stage you are not satisfied with the outcome of your complaint, you can write to us again and we will review the decision within 10 working days taking into account the grounds for the appeal.

We will let you know 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.

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If for any reason 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.

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

NOTE: In any event, we will comply with any statutory procedures that may relate to your complaint.

This policy is to be reviewed annually at management review meetings.



Russell McCaig, Managing Director

Date: 1st March 2016