



**system-people** GO UK

## **System People Recruitment Complaint Policy**

Version: June 2025

**Document Control**

Version 1

Effective Date: 1<sup>st</sup> June 2025**Review Dates**

Policy will be reviewed on an annual basis.

**Linked Policies**

N/A

**Person Responsible for the Policy**

General Manager

**Name**

Charlotte Kirkbride

**Signature**

System People Ltd 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.

### **Definition of a complaint**

A complaint is any expression of dissatisfaction by an individual, whether justified or not. An individual may make a complaint if they feel System People Ltd has:

- Failed to provide a service or an acceptable standard of service or made a mistake in the way the service was provided
- Failed to act in a proper way
- Provided an unfair service

It is important that we are made aware of any problems that may arise so that it doesn't develop into a major issue. A problem cannot be resolved if no-one is aware that it exists. The aim of this policy is to ensure that there is a means for you to highlight any issues or problems you may have. The Company also welcomes positive feedback to enable sharing of good practice and aid continuous improvement.

### **Complaints Procedure**

If you have a complaint, please contact Liza Ewing, Head of Education Recruitment by phone 01228 530554 in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied please contact Charlotte Kirkbride, General Manager in writing at [charlotte.kirkbride@sptraininguk.com](mailto:charlotte.kirkbride@sptraininguk.com)

#### Next steps

1. We will send you a letter 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. The General Manager will then either, within 5 days of completing the investigation:
  - Invite you to meet to discuss and hopefully resolve your complaint. Within 2 days of the meeting you will receive written confirmation of what took place and any solutions agreed with you.

Or

- Send you a detailed reply to your complaint. This will include suggestions for resolving the matter.
6. At this stage, if you are still not satisfied you can write to us again. A Director of the company will review the previous decision within 10 days.
  7. 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. If you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business and Trade, or the REC, the industry trade association, of which we are a member by writing to the Consultancy and Compliance Team, REC, 20 Queen Elizabeth Street, London, SE1 2LS.

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.**

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