caritas

Caritas Recruitment Limited Complaints & Compliments Policy and Procedure

v6, January 2020

1. INTRODUCTION

1.1. We are committed to providing a high level of service to all our customers. If any of our customers (clients, candidates or temporary workers) are highly satisfied, or not satisfied with our service, we need you to tell us about it.

1.2. This is not only for the purposes of improving that particular customer's experience of our service, but also to help us to improve our standards on an ongoing basis.

1.3. The key principle of our customer complaints & compliments procedure is that the consultant or manager most closely related to the customer will take ownership of the issue on behalf of the company, ensuring the complaint is correctly logged, resolved and signed off by a Director.

1.4. Human Resources will assist with this process and provide regular reports to the Quality Management Review Group.

2. Complaints procedure

2.1. Customer raises an issue with consultant or reception (who will refer to relevant Team Manager or Director).Additionally, if customer wishes to put complaint or compliment in writing they should e-mail:**compliments&complaints@caritas-recruitment.com**

2.2. Consultant (or manager) will record details of the complaint or compliment on a Customer Complaints &Compliments Form (CCCF) which must be forwarded to Human Resources within 24 hours of the complaint being made. Please keep a copy.

2.3. The complaint will be logged by HR on a central register along with details of further actions as notified. Where appropriate, a written acknowledgement will be sent by HR within 48 hours, acknowledging the complaint and confirming who will be dealing with it, or thanking them for their positive feedback.

2.3.1. It is the responsibility of the Team Manager (and/or their Director) to investigate and attempt to resolve the issue as soon as possible, and to record corrective action on ITRIS as agreed by their Director.

2.3.2. For payroll queries and complaints, the issue must be referred to the payroll manager however the consultant retains ownership of the issue until it is resolved.

2.4. A typical customer complaint should take no longer than 7 days to investigate and resolve, in many cases considerably less.

2.4.1. Within 7 days the Team Manager and/or Director must write to the customer confirming the results of their investigation and any action taken, using standard templates provided by HR if required.

2.5. Finally the Customer Complaints & Compliments Form (CCCF) must be fully completed and signed off by the Team Manager and Director, before returning to Human Resources and saving against the candidate/client record.

2.6. For more complex issues that can't be easily resolved, a meeting will be held before the end of the 7 day period when further steps for action must be agreed internally and a holding letter will be sent to the client/candidate.

2.7. Human Resources will keep a central record of all CCCFs raised and will ensure this is updated regularly with the outcomes. Customer complaints will be reviewed and analysed at every Quality Management Review meeting, where further corrective and preventative action will be agreed and cascaded by Directors to all relevant divisions and teams.

3. Complaints against temporary workers

3.1. Whilst there is an ongoing investigation into a worker's conduct whilst on assignment with Caritas, the worker must be removed immediately from site and "suspended" from further assignments until the investigation has been closed. During this time, consultants must:

3.1.1. Flag the worker's record on the system to indicate that they are unavailable to work – add a note to refer other consultants to the relevant manager/director

3.1.2. Refer all requests for references from other agencies or employers to HR

3.1.3. Not disclose the contents of an ongoing investigation to those outside of the business or other consultants

3.1.4. Not record unsubstantiated or defamatory claims, information or statements on their database record

3.2. During an investigation, consultants should be prepared to make available all notes, email conversations and documents relating to a worker's assignment and the causes of the complaint.

3.3. Following the conclusion of the investigation:

3.3.1. if a worker is not deemed suitable to engage with on assignment in the future, the consultant shall change their database status to "do not use"

3.3.2. If a candidate cannot be used for specific clients only, this must be recorded under the comments section on the front screen

3.3.3. Reference requests for these workers shall be referred to HR

In both cases, a brief factual statement of the events and the outcome should be recorded on the database – however consultants should always take advice from HR in these matters and bear in mind the requirements of the Data Protection Act when recording information.