Complaints Policy and Procedure

Issued by: Clarence Recruitment ("the Company")
Date: August 2026
Review Cycle: Annual, or sooner where required

1. Our Commitment

Clarence Recruitment is committed to providing a professional, responsive and high-quality service to our clients, candidates and other stakeholders.

We recognise that, occasionally, things may not go as expected. We welcome feedback and take complaints seriously. Any complaint will be treated fairly, promptly and confidentially, and will be investigated with the aim of reaching a satisfactory resolution wherever possible.

Complaints also provide us with an opportunity to review and improve our services and procedures.

2. How to Make a Complaint

If you have a concern or complaint, we encourage you to raise it with us as soon as possible. Where appropriate, we will initially seek to resolve the matter informally.

You can contact **Alan Hull, Client Services Director** by emailing alan@clarencerecruitment.co.uk or by phone on 07805 626 342 to discuss your concerns.

If the matter cannot be resolved informally, or you would prefer to make a formal complaint, please contact:

Mia Jones, Head of Business Services & Governance

Clarence Recruitment
35 Clarence Road
Sutton Coldfield
Birmingham
B74 4AQ

Email: mia@clarencerecruitment.co.uk

You may submit your formal complaint by email or post. Please provide as much relevant information as possible, including details of the issue, the date or dates on which it occurred, any relevant correspondence or documentation, and the outcome you are seeking.

3. Formal Complaints Procedure

Stage 1 – Acknowledgement

We will acknowledge receipt of your formal complaint within **5 working days**.

Our acknowledgement will:

- confirm that we have received your complaint;
- summarise our understanding of the issues raised, where appropriate;
- confirm the name of the person responsible for investigating your complaint; and
- explain the next steps in the process.

Your complaint will also be recorded on our central complaints register.
Where we require further information or clarification from you, we may ask you to provide this before the investigation can proceed.

Stage 2 – Investigation

We will investigate your complaint fairly and objectively.

Depending on the nature of the complaint, the investigation may include:

- reviewing relevant records, correspondence and documentation;
- speaking with members of staff involved in the matter;
- obtaining further information from you or other relevant parties; and
- considering whether our policies, procedures or service standards have been followed.

We will aim to complete our investigation as promptly as reasonably possible and will normally provide a substantive response within **15 working days** of acknowledging the formal complaint.

If the investigation is likely to take longer, we will keep you informed and explain the reason for any delay.

Stage 3 – Outcome

Once the investigation is complete, Mia Jones, Head of Risk and Compliance, will provide you with a written response.

Where appropriate, we may offer a meeting or telephone discussion to explain our findings and discuss how the matter might be resolved.

Our response will set out:

- the issues we have considered;
- the outcome of our investigation;
- the reasons for our decision;
- any action we propose to take, where applicable; and
- details of any further escalation available to you.

Where a meeting takes place, we will normally confirm the outcome in writing within **5 working days.**

If you do not wish to attend a meeting, or a meeting is not appropriate, we will provide our response in writing.

4. Further Review

If you remain dissatisfied following the outcome of our investigation, you may request a further review of the decision.

Your request should be made in writing and should explain the reasons why you remain dissatisfied and, where possible, provide any additional information you would like us to consider.

The matter will be reviewed by another Director of Clarence Recruitment who was not directly involved in the original investigation.

We will aim to complete this review within **10 working days** of receiving your request and will provide you with our final written position within **5 working days** of completing the review.

5. External Escalation

If you remain dissatisfied following our internal complaints procedure, you may be able to refer the matter to an appropriate external body, depending on the nature of your complaint.

For complaints relating to the conduct of an employment agency or employment business, you may contact the **Employment Agency Standards Inspectorate (EAS),** which is responsible for enforcing relevant employment agency legislation.

As a member of the **Recruitment and Employment Confederation (REC),** you may also have access to the REC's complaints or compliance process, subject to its applicable rules and procedures.

We will provide appropriate information about external escalation routes where these apply to your particular complaint.

6. Timescales

We aim to deal with all complaints as promptly as possible.

The timescales set out in this procedure are intended to provide a clear framework for handling complaints. In some circumstances, it may be necessary to extend these timescales, for example where a complaint is particularly complex or requires information from third parties.

If we need to extend a timescale, we will inform you of the reason for the delay and provide an indication of when you can expect a response.

7. Confidentiality and Record Keeping

Complaints will be handled sensitively and confidentially and information will only be shared with those who need it for the purpose of investigating and resolving the complaint.

We will maintain appropriate records of complaints, investigations and outcomes in accordance with our legal and regulatory obligations and our data protection and retention policies.

8. Statutory and Regulatory Requirements

Nothing in this procedure limits any statutory rights you may have.

Clarence Recruitment will comply with all applicable statutory, regulatory and contractual requirements relating to the handling of complaints.

9. Review of this Policy

This policy will be reviewed annually, or sooner where there are changes to legislation, regulatory requirements, guidance or the Company's activities.

Policy Owner: Mia Jones, Head of Business Services & Governance
Next Review Date: August 2027