Company Name:	Halmer Recruitment
Model Policy Name:	Complaints Policy and Procedure
Date:	January 2026

Complaints Policy

Halmer Recruitment is committed to providing a high-level service to our customers. If you are not satisfied with our service, please let us know. This will help us to improve our standards.

Complaints Procedure

If you have a complaint, please contact Chynna Jago, Business Support Manager, at Chynna@halmer.co.uk in the first instance so we can try to resolve it informally.

If you have a complaint about Halmer Recruitment's handling of your personal data, or the data of an individual you represent, you can raise a complaint under this Procedure. We will acknowledge any data-related complaints within 30 days of receiving them. We will investigate data-related complaints in line with this procedure and aim to provide an outcome without undue delay.

If you are not satisfied at this stage, please contact Nicola Vening. You can write to her at: Nicolav@halmer.co.uk.

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 handle your complaint. You can expect to receive our letter within 5 Business 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 acknowledgement letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 5 Business 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 Business 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 Business days from the date we receive their reply.

5. Chynna will then invite you to meet her to discuss and hopefully resolve your complaint. She will do this within 5 Business days after our investigation ends.

6. Within 2 days of the meeting, Chynna will write to you to confirm what took place and any solutions she has agreed with you.

    - If you do not want a meeting or it is not possible, Chynna will send you a detailed reply to your complaint. This will include her suggestions for resolving the matter. She will do this within 5 Business days of completing her investigation.

7. At this stage, if you are still not satisfied, you can write to us again. Another Director of the company will review the decision within 10 Business days.

8. We will let you know of the outcome of this review within 5 Business days of the end of the review. We will write to you to confirm our final position on your complaint and explain our reasons. If you are still not satisfied you can write to the REC, our trade association of which we are a member marked for the attention of the Consultancy and Compliance Team, REC, 20 Queen Elizabeth Street, London, SE1 2LS, or you can contact the Fair Work Agency, which is the government authority responsible for the enforcement of certain agency worker rights, by calling 0345 161 6000.

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.