



Desian Recruitment Ltd Complaints Policy

Desian Recruitment Ltd is committed to providing the highest standards of service. We recognise that, from time to time, issues may arise. This policy sets out a clear procedure for handling complaints fairly, promptly.

This policy applies to all complaints made by clients, candidates, workers, or any third parties in connection with the services provided by Desian Recruitment Ltd.

Informal Resolution

Wherever possible, complaints should be raised informally in the first instance with the staff member concerned or their line manager. Complaints can and should be resolved quickly and effectively at this stage without the need for a formal written process.

Informal complaints will be acknowledged within 2 working days, and efforts will be made to resolve the issue within 5 working days.

Formal Complaints Procedure

Submitting a Written Complaint

If the issue cannot be resolved informally, the complainant may submit a written complaint. Written complaints should be sent to a senior manager or director at Desian Recruitment Ltd. The complaint should include as much detail as possible, including dates, names, and a description of the issue.

Acknowledgement

The complaint will be acknowledged in writing within 5 working days of receipt.

The complainant will be informed of who is handling the complaint and the expected timescale for a response.

Investigation

The complaint will be investigated thoroughly by a senior member of staff who is not directly involved in the matter.

Where appropriate, the complainant may be invited to a meeting to discuss the issue. If the complainant does not wish to meet in person, the matter will be handled via written correspondence, telephone, or video call.

Investigations will normally be concluded within 20 working days.

Outcome

A written response will be provided to the complainant setting out the findings, decision, and any actions taken.

If the investigation requires more time, the complainant will be updated with an explanation and a revised timescale.

Appeals

If the complainant is not satisfied with the outcome, they may appeal the decision within 10 working days of receiving the response.

Appeals should be made in writing to the Operations Director Andrew Wainwright andrew.wainwright@desian.co.uk (or equivalent senior officer).

A different senior member of staff will review the complaint and issue a final written decision within 15 working days.

The decision at this stage will be final.

Monitoring and Record Keeping

All complaints, whether informal or formal, will be logged in the Complaints Register.

The register will record the nature of the complaint, actions taken, timescales, and outcomes. Complaints will be monitored to ensure that the procedure is effective and that lessons are learned.

A summary of complaints and outcomes will be reviewed annually by management to identify patterns or areas for improvement.

Review of Policy

This policy will be reviewed annually, or sooner if required by changes in Industry standards or legislation.

Approved by: Andrew Wainwright

Position: Operations Director

Effective Date: 01/05/26

Next Review Date: 01/05/27