



Company Name:	City Resource Ltd (“the Company”)
Policy Name:	Complaints policy & Procedure
Date:	October 2015
Reviewed:	January 2017 – minor alts March 2018 – minor alts March 2019 – no alts March 2020 – no alts January 2021 – no alts January 2022 – no alts
Version:	1

COMPLAINTS POLICY AND PROCEDURE

Complaints Policy

City Resource 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.

Complaints Procedure

If you have a complaint, please contact the Directors or Senior Manager by phone on 01733 344382 in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied please contact the Directors or Senior Manager in writing. You can write to them at: City Resource Ltd, 54b Broadway, Peterborough. PE1 1SB.

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 working days of receipt of your complaint.
2. We will record your complaint in our central register within 24 hours of receipt.
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 working 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 working 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 5 days from receiving their reply.
5. A Director or Senior Manager will then invite you to meet them to discuss and endeavour to resolve your complaint. They will do this within 5 working days of the end of our investigation.
6. Within 2 working days of the meeting a Director or Senior Manager will write to you to confirm what took place and any solutions they have agreed with you.

If you do not want a meeting or it is not possible, a Director or Senior Manager will send you a detailed reply to your complaint. This will include their suggestions for resolving the matter. They will do this within 5 working days of completing their investigation.

7. We will let you know of the outcome of this review within 5 working 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 Innovation and Skills or the REC, the industry trade association, of which we are a member by writing to the Consultancy and Compliance Team, REC, Dorset House, 1st Floor, 27 - 45 Stamford Street, London, SE1 9NT.

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.