

Complaints Procedure

Complaints Handling Policy

We are committed to providing a high-quality recruitment service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details info@justrecruitmentsolutions.co.uk or on (01603) 952785.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Managing Director Shaun Pascoe who will review your matter and speak to the member of staff who acted for you.
3. Shaun Pascoe will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Shaun Pascoe will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Shaun Pascoe will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for our Company Solicitor to review.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.