



<b>Company Name:</b>	Greycoat Lumleys
<b>Policy Name:</b>	Complaint's Policy and Procedure

## Complaints Policy

Greycoat Lumleys 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 consultants/manager you were dealing with initially by phone 02072339950 in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied please contact Debbie Salter Managing Director. You can write or email to her at: Greycoat Lumleys. Uncommon Offices N101. 126 New Kings Road. London SW6 4LZ or [debbie@greycoatlumleys.co.uk](mailto:debbie@greycoatlumleys.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 be dealing with your complaint. You can expect to receive our letter within 2-5 working days of us receiving your complaint.
2. 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 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 days from receiving their reply.
3. Debbie Salter will then invite you to meet her to discuss and hopefully resolve your complaint. She will do this within 10 days of the end of our investigation.
4. Within 2 days of the meeting Debbie Salter 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, Debbie Salter will send you a detailed reply to your complaint. This will include her suggestions for resolving the matter. She will do this within 5 days of completing her investigation.
5. At this stage, if you are still not satisfied you can write to us again.
6. We will let you know of the outcome of this review within 5 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, 1<sup>st</sup> 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.**