



# **BLENKIN ASSOCIATES**

## **Complaints Policy and Procedure**

Blenkin Associates Ltd strives to provide the highest quality service in the provision of recruitment services. We are a member of the Recruitment and Employment Confederation and aim to comply with their Code of Professional Conduct; a copy of this can be provided on request (see contact details below).

However if for any reason you wish to make a complaint about the service that we provide, in the first instance please contact:

Harriet Blenkin  
Director  
Blenkin Associates Ltd  
23 Twycross Road  
Wokingham  
Berkshire RG 40 5PE  
Tel: 0845 458 4370; 07880 714 559; [hpb@blenkinassociates.co.uk](mailto:hpb@blenkinassociates.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 will receive our letter within 3 days of us receiving your complaint.
2. We will then start to investigate your complaint; the process for this investigation will depend on the nature of the complaint but may include face to face meetings or interviews with key people involved.
3. We endeavour to ensure that all complaints are resolved within 15 days of the complaint being notified to us, unless the nature of the complaint requires additional investigation or action by a Professional and Regulatory Body, or other government organisation (including the Home Office UK Border Agency, HM Revenue and Customs, the NHS CFSMS, the police, Social Services Departments, the Independent Safeguarding Authority). In such cases, we will ensure that the complaint is resolved as soon as possible thereafter.
4. The details of how the complaint has been resolved will be notified to you in writing as soon as possible thereafter

5. On request at any time from the complainant, we will provide the complainant with an update as to the progress of the resolution of the complaint.
6. Complaints regarding non permanent workers
  - a. Where there is evidence of any malpractice by the Non-permanent Worker, we will report the NPW to their relevant Professional and Regulatory Body and follow up and monitor such complaints with the relevant Professional and Regulatory Body until an outcome is reached.
  - b. We will ensure that each Non-permanent Worker is fully informed of complaints relating to him/her within 2 working days of receipt of the complaint. We will use reasonable endeavours to ensure that the Non-permanent Worker will take demonstrable action to ensure there is no recurrence of the action about which a complaint has been made
  - c. Upon receiving poor reports of a Non-permanent Worker's performance we will not supply that Non-permanent Worker for any further role until issues identified have been resolved, and we have been reassured that these issues will not recur
7. We will write to you confirming the outcome of our investigation. If you are not satisfied with this outcome, you can contact the Employment Agencies Standards Inspectorate at the Department for Business Enterprise & Regulatory Reform or the REC, the industry trade association, of which we are a member by writing to the Professional Standards Team, REC, 15 Welbeck Street, London W1G 9XT.
8. We will keep a full written record of the nature of each complaint and details of the action taken as a result of the complaint and use this database to analyse and identify any patterns of complaint.

February 2009