



## Complaints Policy and Procedure

### Complaints Policy

Tay Associates 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 Operations Manager of Tay Associates, Kate Boyle [kjb@tayassociates.co.uk](mailto:kjb@tayassociates.co.uk), 02070 656 700, in the first instance who will investigate your complaint and endeavour to reach a resolution.

If you are not satisfied with the outcome of your complaint, your matter will then be escalated to the Chief Executive of Tay Associates, Susanna Tait [st@tayassociates.co.uk](mailto:st@tayassociates.co.uk), 02070 656 700, for further investigation.

Next steps:

1. We will send you a letter/email acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name and contact details of the person who will be dealing with your complaint. You can expect to receive an email/letter within 24hrs of Tay Associates receiving your complaint.
2. We will record your complaint in our central register within a day of having received it.
3. We will investigate your complaint and the Operations Manager will then invite you to meet with them or schedule a phone conversation with you to discuss and hopefully resolve your complaint. The Operations Manager will do this within 3 days of receipt of your complaint.
4. Within 24 hours of the meeting or telephone conversation, the Operations Manager will write to you to confirm what took place and any solutions that have been agreed with you.
5. At this stage, if you are still not satisfied you can write or call us again and the matter will be escalated to the Chief Executive for further investigation and resolution.
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 your complaint is in relation your personal information and/or privacy you, can contact the ICO via their website <https://ico.org.uk/concerns/> or phone 0303 123 1113.

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 and laws that may relate to your complaint.**