

# Complaints Policy and Procedure

28 April 2017

## Complaints Policy

Oxford HR is committed to providing a high level service to both our clients and candidates. If you feel that the level of service or satisfaction received does not meet our exacting standards we would like to hear from you.

## Complaints Procedure

If you have a complaint, please contact Thibaut Mills, Deputy Managing Director, by telephone or email in the first instance so that we can try to resolve your complaint informally:

Thibaut Mills

Telephone: +44 (0) 1865 403 327

Email: [tmills@oxfordhr.co.uk](mailto:tmills@oxfordhr.co.uk)

At this stage, if you are not satisfied please contact Philip Nelson, our Managing Director. You can write to him at:

Philip Nelson

Oxford HR Consultants Ltd.

The Old Music Hall

106 – 108 Cowley Road

Oxford

OX4 1JE

UK

Or contact him via email: [pnelson@oxfordhr.co.uk](mailto:pnelson@oxfordhr.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

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complaint. You can expect to receive our letter within five working days of us receiving your complaint.

2. We will record your complaint in our central register.
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 five 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 five 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 four working days from receiving their reply.
5. Philip Nelson will then invite you to meet him to discuss and hopefully resolve your complaint. He will do this within five days of the end of our investigation.
6. Within two days of the meeting, Philip Nelson will write to you to confirm what took place and any solutions he has agreed with you.
  - If you do not want a meeting or it is not possible, Philip Nelson will send you a detailed reply to your complaint. This will include his/her suggestions for resolving the matter. He will do this within five days of completing his investigation.
7. At this stage, if you are still not satisfied you can write to us again. David Lale, Chair of Oxford HR, will review Philip Nelson's decision within ten working days.
8. We will let you know of the outcome of this review within five 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.**

## **Oxford HR Consultants Ltd**