

Complaints Policy

Introduction

Asset Recruitment welcomes feedback as an opportunity to improve our services to our candidates, clients and members of the public.

Purpose

This policy specifies the processes of Asset Recruitment regarding the management of complaints received from users of its services. It aims to ensure any complaints received will be dealt with fairly, respectfully and impartially.

Scope

This policy applies to members of the public, candidates and clients of Asset Recruitment

This policy applies to all Asset Recruitment employees and board members.

This policy covers all activities of Asset Recruitment.

Responsibility

Asset Recruitments Manager is responsible for ensuring all complaints are handled in a fair and timely manner.

Policy

This policy specifies the organisations approved complaints management process.

Policy Statement

Asset Recruitment aims to respond to all complaints within 24hours.

We value your feedback and are dedicated to investigating and resolving any complaints in a fair and timely manner.

Complaints Procedure

A candidate, client or member of the public who believes they have a complaint to raise with Asset Recruitment must do so in a timely manner. This must be completed in writing.

Asset Recruitment will respond to all complaints in writing within 24hours of receipt of initial complaint.

If the complaint is not resolved after the initial response, Asset Recruitment will launch an investigation.

Once Asset's investigation is complete all relevant parties will be notified documenting the outcome in a formal letter.