



## COMPLAINTS POLICY AND PROCEDURE

### Complaints Policy

Lynn Recruitment 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 Victoria Stevenson. You can write to her at:

Lynn Recruitment  
Ground Floor  
Lesley Studios  
32 – 36 May Street  
Belfast  
BT1 4NZ

#### 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] days of us receiving your complaint.
2. We will record your complaint in our central register within a day of having received it.
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 [2-5] 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 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.
5. Victoria Stevenson will then invite you to meet her to discuss and hopefully resolve your complaint. She will do this within [5] days of the end of our investigation.

6. Within 2 days of the meeting Victoria Stevenson 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, Victoria Stevenson 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.

7. At this stage, if you are still not satisfied you can write to us again this time the letter should be addressed to:

Maureen Lynn  
Director  
Lynn Recruitment  
Ground Floor  
Lesley Studios  
32 – 36 May Street  
Belfast  
BT1 4NZ

Maureen Lynn will review Victoria Stevenson's decision within 10 days.

8. 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 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

If we have to change any of the time scales above, we will let you know and explain why.