



Human Resources Consultancy Solutions

COMPLAINTS PROCEDURE

ASSURED HR COMPLAINTS PROCEDURE

Our commitment to customers

Our aim is to provide the highest level of service and quality in all our services to clients.

We do however recognise that from time to time clients may not be satisfied with the service or support they receive and may wish to raise a complaint. We recognise complaints as a way to help improve our services, communication or other aspects of our business.

We therefore aim to ensure that:

- Making a complaint is as easy as possible
- We treat complaints seriously
- We deal with complaints promptly and in confidence
- We learn from complaints and use them to review and improve our service.

What is a complaint?

A complaint is when you tell us you are not happy about the service we provide. It can be about anything and could include:

- If we do not meet deadlines
- If we do not promptly return calls
- If you do not receive clear guidance from us
- If you receive a poor quality service
- Or anything else ...

How to make a complaint?

If you wish to make a complaint you should contact Assured HR via e-mail or the office number (07766 508915) or you can write to them at the office address at:

51 Woodlands Park Drive, Great Dunmow, Essex, CM6 1WT.

Often talking over any areas of concern can resolve the problem quickly and we can find a positive way forward.

Response times

We will acknowledge receipt of your complaint within 2 working days (this may be via e-mail or in writing or by telephone depending on the circumstances). We will aim to resolve any complaint as soon as possible (and ideally within 10 working days). If there is a delay in responding we will keep you informed of our progress.

How might complaints be resolved?

Complaints may be resolved through conversation and clear communication. At other times we may recommend some specific action or change how we deal with matters in the future. Each situation will be considered depending on the circumstances, but our aim will be to find a resolution that is satisfactory to everyone.

Other Comments or Suggestions

We are also happy to receive any other comments or suggestions on our service to customers. Please contact us in any of the ways mentioned above.