



Complaint Process

Complaints Policy

Streamline Services Consultancy Limited is committed to providing a high-level service to our candidates and clients alike. 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 complete this form.

Next steps

1. We will send you a letter acknowledging your complaint, 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 3-5 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 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.
4. If you are not happy with the initial reply we will then invite you to meet a Director to discuss and hopefully resolve your complaint. We will do this within 5 days of the end of our investigation.
5. Within 2 days of the meeting we will write to you to confirm what took place and any solutions that has agreed with you.
 - If you do not want a meeting or it is not possible, the Director will send you a detailed reply to your complaint. This will include their suggestions for resolving the matter. We will do this within 5 days of completing his investigation.
6. At this stage, if you are still not satisfied you can write to us again. We will review the decision within 10 working days.
7. We will let you know of the outcome of this review within 10 working 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, 1st 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.

Complaints Form

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|-----------------|------------|---------------|
| Title: | Full Name: | |
| Business Phone: | | Mobile Phone: |
| E-Mail: | | |
| Address: | | |

Complaint Details

Date of when issue occurred:

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Position:

Signature:

Date:

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