

Company Name:	Source Appointments Limited ("the Company")
Policy Name:	Complaints Procedure Summary
Date:	7 th November 2025
Version:	2

Complaints Procedure Summary

At Source Appointments Limited, we are committed to delivering the highest standards of service to all clients and candidates.

If something goes wrong, we encourage you to tell us — your feedback helps us maintain and improve our standards.

How to Raise a Concern

If you are dissatisfied with any aspect of our service, please contact:

James Taylor, Managing Director

☎ 01902 330333

✉ james@sourceappointments.com

We will always aim to resolve matters quickly and informally where possible.

Formal Complaints Process

If your concern cannot be resolved informally, you may submit a formal written complaint to:

Source Appointments Limited

The Coach House, Church Road, Wolverhampton, WV10 6AB

✉ customerservice@sourceappointments.com

We will:

1. Acknowledge your complaint within 2–5 working days.
2. Investigate your concerns promptly and fairly.
3. Provide a full written response or arrange a meeting to discuss the outcome within 10–15 working days where possible.
4. Keep you informed if additional time is required.

Further Escalation

If you remain dissatisfied after our internal process, you may contact our professional body:

Recruitment & Employment Confederation (REC)

Consultancy and Compliance Team

Dorset House, 1st Floor, 27–45 Stamford Street, London, SE1 9NT

🌐 www.rec.uk.com

We appreciate your feedback and take all complaints seriously — every issue raised is an opportunity to improve our service.