

Company Name:	Source Appointments Limited ("the Company")
Policy Name:	Customer Service & Complaints Policy
Date:	7 th November 2025
Version:	2

1. Policy Statement

Source Appointments Limited is a proud member of the **Recruitment and Employment Confederation (REC)** and adheres to its **Code of Professional Practice**. We are committed to providing exceptional service to all our clients, candidates, and business partners. Your feedback is invaluable to us — whether it's a compliment, suggestion, or complaint, it helps us continuously improve.

2. Customer Service Standards

Courtesy

All recruitment consultants and staff are trained in customer service best practice and expected to be professional, knowledgeable, and courteous at all times when dealing with clients, candidates, and stakeholders.

Communication

We aim to respond to all telephone calls and emails within **three (3) to five (5) working days**.

If a delay is unavoidable, we will inform you promptly and agree a new timescale.

Consistency

We will review our policies, procedures, and service commitments **annually** to ensure continued alignment with REC standards and our business values. These standards are applied consistently across all customer interactions.

Access to Information

We comply fully with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**. You have the right to request access to any personal data we hold about you, to request corrections, or to ask for its deletion where applicable.

Requests should be made in writing to the Managing Director.

Reducing Bureaucracy

We are committed to streamlining our processes and reducing unnecessary paperwork, while maintaining compliance with all legal and professional requirements.

3. Complaints Policy & Procedure

While we strive to deliver outstanding service, we understand that occasionally things may not go as expected.

If you have a concern or complaint, we encourage you to raise it as soon as possible so that we can address it quickly and fairly.

Step 1 – Informal Resolution

In the first instance, please contact:

James Taylor, Managing Director

☎ 01902 330333 | ✉ james@sourceappointments.com

We will aim to resolve your concern informally and promptly.

Step 2 – Formal Complaint

If the matter is not resolved, you can submit a formal written complaint to:

Source Appointments Limited

The Coach House, Church Road, Wolverhampton, WV10 6AB
or by email to customerservice@sourceappointments.com

What Happens Next

1. **Acknowledgement:**
We will acknowledge receipt of your complaint within **2–5 working days** and confirm who is handling it.
2. **Recording:**
Your complaint will be recorded in our central register within **one (1) working day** of receipt.
3. **Investigation:**
The appointed manager will investigate the issue, which may include reviewing relevant documentation and speaking with staff or the complainant.
This process will normally take up to **10 working days**.
4. **Outcome:**
Once the investigation is complete, you will receive either:
 - An invitation to discuss the outcome, or
 - A written response detailing the findings and any proposed resolution.
This will be sent within **five (5) working days** of completing the investigation.
5. **Further Escalation:**
If you remain dissatisfied after our internal process, you may refer your complaint to our professional body:
The Recruitment & Employment Confederation (REC)
Consultancy and Compliance Team
Dorset House, 1st Floor, 27–45 Stamford Street, London, SE1 9NT
 www.rec.uk.com

Timeframes

If at any stage we need to extend a timescale (e.g. due to complexity or absence), we will inform you and explain the reason for the delay.

4. Review

This policy will be reviewed **annually** to ensure it remains effective, compliant, and relevant to the company's operations and regulatory obligations.

Approved by:

James Taylor, Managing Director

Date: November 2025