

Unique Employment Complaint Policy and Procedure

Complaint Policy

Unique Employment Services Ltd are committed to providing our customers with a quality service and to continuously improve those services but realise that there will be times when we don't always succeed

If a client/worker is unhappy about our services then we want to hear from them. Without feedback we cannot improve our service.

Complaints Procedure

If client/worker is not happy about a service that we have provided they would need to let the person know who has provided the service, either by telephone, e-mail, letter or in person. If they do not know who they dealt with then they should contact the relevant Branch Manager at one of the following addresses:

5 Castle Street, Luton LU1 3AA

423 Midsummer House, Midsummer Boulevard, Milton Keynes MK9 3BN

34 Hall Place, Spalding PE11 1SG

6 Sheep Street, Wellingborough NN81BL

2nd Floor, 14-16 Cowgate, Peterborough PE1 1NA

The complaint will be logged on our complaints register and a complaint report completed on day we receive the complaint. Confirmation of receipt of the complaint will be made to the client/worker within 2-5 working days confirming that the complaint has been received and the name of the person dealing with the complaint.

Complaints outcome

The complaint will be investigated and responded to in full within 20 working days with a detailed reply and his/hers suggestions for resolving the matter and any solutions that have been agreed.

If the client/worker is still not satisfied with the outcome of the complaint then the complaint will be forwarded onto a Director (or another Director) to review, after which a letter will be sent confirming our final position explaining our reasons.

We should do everything we can to put things right and review our procedures where necessary to stop problems happening again.