



Grievance & Complaints Procedure

It is important that if you feel dissatisfied with any matter relating to your placement or interaction with the agency, you should have an effective means by which such a grievance can be aired and, where appropriate, resolved.

- 1)** An informal discussion can frequently solve problems without the need for a written record. However, if you wish to raise a formal grievance you should normally do so in writing from the outset.
- 2)** If you feel aggrieved at any matter relating to your work or placement(except personal harassment, for which there is a separate procedure), you should first raise the matter with your line manager at your placement of work, explaining fully the nature and extent of your grievance.
- 3)** If your grievance needs to be escalated, you should do this by contacting your work provider (Your booking consultant at the agency) You will then be invited to a meeting at a reasonable time and location at which your grievance will be investigated fully. You must take all reasonable steps to attend this meeting. You will be notified of the decision, in writing, normally within ten working days of the meeting, including your right of appeal.
- 4)** If you wish to appeal you must inform a Director within five working days. You will then be invited to a further meeting, which you must take all reasonable steps to attend. As far as reasonably practicable, the Company will be represented by a more Senior Manager than attended the first meeting (unless the most Senior Manager attended that meeting).
- 5)** Following the appeal meeting you will be informed of the final decision, normally within ten working days, which will be confirmed in writing.