



APOLLO RECRUIT

Complaints Handling Process Policy **Apollo Recruitment Solutions Ltd**

1. Introduction

Apollo Recruitment Solutions Ltd ("the Company") is committed to providing high quality services and ensuring that all complaints are handled fairly, efficiently, and effectively. This policy outlines the process for managing complaints to ensure timely resolution and continuous improvement in our services.

2. Purpose

The purpose of this policy is to:

- Provide a clear and transparent process for handling complaints.
- Ensure complaints are resolved in a fair, consistent, and timely manner.
- Use feedback to improve our services and customer satisfaction.

3. Scope

This policy applies to all employees, clients, job candidates, suppliers, and other stakeholders who wish to raise a complaint about the Company's services or conduct.

4. Complaints Handling Process

4.1 How to Submit a Complaint

Complaints can be submitted through the following channels:

- **Email:** info@apollorecurit.co.uk
- **Phone:** 01626 798010
- **Written Letter:** Addressed to the Manager, Unit 6 Helmore Business Park,

Exeter Street, Teignmouth, Devon, TQ14 8JW

- **Online Form:** Available on our website www.apollorecruit.co.uk

All complaints should include:

- Full name and contact details of the complainant.
- A clear description of the complaint.
- Any relevant documents or evidence.
- The preferred resolution or outcome.

4.2 Complaint Acknowledgment

- Complaints will be acknowledged within **3 working days** of receipt.
- The complainant will receive a reference number and the name of the person handling the complaint.

4.3 Investigation and Resolution

- A designated Complaints Officer will investigate the complaint.
- The investigation may involve gathering information from relevant parties and reviewing documentation.
- The complainant may be contacted for further clarification if necessary.
- A formal response will be provided within **10 working days** of acknowledgment. If further investigation is needed, the complainant will be informed of the expected timeline.

4.4 Escalation Process

If the complainant is unsatisfied with the resolution, they may escalate the complaint by:

- Requesting a review by a senior manager or director.
- Seeking external resolution through an industry regulator or ombudsman if applicable.

4.5 Final Decision

- The final response will include a summary of the investigation, any corrective actions taken, and further steps if required.
- If the complainant remains dissatisfied, they will be informed of alternative dispute resolution options.

5. Confidentiality and Data Protection

- All complaints will be handled confidentially and in compliance with data protection laws.
- Personal information will only be shared with relevant individuals for the purpose of investigating the complaint.

6. Monitoring and Continuous Improvement

- The Company will maintain a complaints register to track patterns and identify areas for improvement.
- Complaints data will be reviewed periodically to enhance our service quality.

7. Policy Review

This policy will be reviewed annually to ensure compliance with best practices and legal requirements.

8. Policy Approval

This Complaints Handling Process Policy is approved by the Directors of Apollo Recruitment Solutions Ltd and is effective from the date of publication.