

COMPLAINTS AND COMPLIMENTS POLICY

Thorn Baker Group is committed to providing an exceptional service to Temporary workers, Applicants and Clients. Where we achieve this, we look to highlight and recognise this. Where we fail to meet our standards or your expectations we are committed to investigating and correcting our errors.

Compliments

Please call or email the branch/team that you wish to complement, state the individuals name and what they have done well. Contact details can be found here <https://www.thornbaker.co.uk/contact-us>

Your comments will be shared with the individual, manager and director.

Complaints

Where you believe that you are not receiving the service that you should please tell us. A phone call to either the consultant that looks after you or their manager should resolve the issue.

The consultant or manager will check that they have resolved the issue.

Where you are do not believe that it has been resolved or you believe that it is too serious, you will be asked to follow the formal written complaint process.

We will record your issue and resolution on your database record.

Formal Complaint

- Put your complaint in writing including:
 - the nature of the complaint
 - the name of the person you are complaining about
 - the date the incident occurred
 - any evidence you have
 - your desired outcome
- Sent to the manager of the team or if the complaint concerns the manager, to the relevant director.
- You will be advised of both who they are and how to contact them, the information is also here:
 - Construction:
www.thornbaker.co.uk/disciplines/construction
 - Industrial:
www.thornbaker.co.uk/disciplines/industrial
 - Facilities Management:
www.thornbaker.co.uk/disciplines/fm

Investigating Formal Complaints

- Your complaint will be acknowledged within 48 hours.
- Will be investigated by a director.
- May involve getting further information from you.

Replying to Formal Complaints

You will receive weekly updates on progress and a full reply will be sent within 14 days of receipt of your written complaint outlining either:

- Progress made in the case of a complex complaint
- The final conclusions of the investigation
- Suggestions for resolving the complaint

If you are not satisfied you can contact us in writing:

- Explaining why you think the investigation, solutions or outcome is wrong
- Include any additional information

Another Director will review the decision and contact within 14 days. If you remain dissatisfied with the outcome, you can contact the Recruitment and Employment Confederation (REC) our trade association on the following the link:

<https://www.rec.uk.com/jobseekers/making-a-complaint>

Paul Jackman

Paul Jackman
CEO