



COMPLAINTS PROCEDURE

1.0 Scope

1.1 This procedure covers the process of recording complaints and the escalation process to enable appropriate action taken.

2.0 Purpose

2.1 To ensure that all complaints are dealt with in a timely manner and by the appropriate level of management.

3.0 Definitions and Notes

3.1 LEAF is the electronic system used for recording complaints received.

3.2 All complaints that are received are to be co-ordinated by the governance team only.

3.3 Complaints received at ask@skybluesolutions.co.uk are forwarded to the Governance Team Mailbox.

4.0 Associated Documents

Complaint Investigation Report

5.0 Procedure

Narrative

Complaint Type	Escalation Process
Complaints about Staff	Send to Account Manager and Governance Team requesting the Account Manager carries out investigation and complete report.
Escalated Complaints (i.e. complainant not happy with resolution)	Send to Account Manager and Governance Team requesting the Regional Manager carries out investigation and complete report.
Payroll Complaints (i.e. I haven't been paid)	Send to Payroll Team to liaise with all parties involved (Payroll responsible for investigation and completion of report)
Legally Related (i.e. tribunals, claims, contractual disputes)	Forward to Head of Governance for investigation and completion of report
Temporary Worker / Contractor	Recruiter carries out investigation and completes report.
Customer complaints	Forward to Account Manager for investigation and completion of report
Supplier Complaints	Forward to Supplier Manager for investigation and completion of report

Complaints Received at Head Office or Recruitment Consultant



Complaints Procedure

- 5.1 All complaints received at head office or any SkyBlue Office must be forwarded to the Governance Team for recording in LEAF. The Governance Team will assign the appropriate person for carrying out an investigation through to resolution.
- 5.2 The appointed person must complete a Complaints Investigation Form detailing the complaint, the investigation carried out, the corrective action and the preventative action. Once this is done they must then forward it to the Governance Team for upload to LEAF.
- 5.3 If the Governance Team is satisfied with the completed investigation, then the record on LEAF will be marked as closed and a closeout date issued.
- 5.4 If the Governance Team is not satisfied with the completed investigation, then the appointed person will be notified of this together with the reasons why and a request to either carry out further investigation or take further corrective/preventative action and resubmit the report.