



CUSTOMER COMPLAINT
RESOLUTION STATEMENT

General Statement

It is the policy of Regis Recruitment Ltd to put its customer complaints and resolution into practice by:

- a) Providing all customers with a copy of the company complaint resolution policy statement.
- b) Recording all complaints in writing
- c) Responding to all complaints promptly, but within a maximum of 3 days.
- d) Recording response to all complaints in writing with details of action taken to resolve complaints.
- e) Endeavouring to carry out and complete all works to resolve complaints with a maximum of 10 days.
- f) Referring complaints promptly to call centre complaint handler – 0845 300 80 40 where the company is unable to resolve the complaint to the satisfaction of the customer.

Nick Pilgrim – (Director) has overall responsibility for dealing with complaints.

Date 17th August 2015

Signed.....

Nick Pilgrim - Managing Director

Regis Recruitment Ltd