

Ackerman Pierce values the opinion and feedback of its employees, candidates and clients and is committed to improving service quality in response to feedback, suggestions, complaints or service issues.

We believe that our customer service is what differentiates us from our competitors, and we are committed to providing a high level of service to our customers. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

Complaints Procedure

If you have a complaint, please contact your dedicated recruitment consultant by phone or email in the first instance so that we can try to resolve your complaint informally. Alternatively you can call our main line (0800 122 3880) and request to speak with Jennifer Jarvis Contracts Manager or use our dedicated customer care email address customercare@ackermanpierce.com.

At this stage, if you are not satisfied please contact Sabrina Laverty (Compliance Manager) You can contact her to her at: slaverty@ackermanpierce.com

Next steps

1. We will send you a letter/email acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name/job title and contact details of the person who will be dealing with your complaint. You can expect to receive our letter/email within 2 days of us receiving your complaint.
2. We will record your complaint in our central register within a day of having received it.
3. We will acknowledge your reply to our acknowledgment letter/email and confirm what will happen next. You can expect to receive our acknowledgement letter/email within 2 days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps;
 1. Depending on the nature of your complaint we may ask the member of staff who you originally raised your complaint with to reply to your complaint within 5 days of our request;
 2. The Compliance Manger will then review the complaint - examining the member of staff's reply and the information you have provided for us. If necessary, you may be contacted by the Compliance Manager. This will take up to 4 days from receiving their reply.

5. We will then invite you to meet the consultant you believe to be at fault to discuss and hopefully resolve your complaint. This will hopefully take place within 5 days dependent on the complainant's availability
6. Within 2 days of the meeting we will write to you to confirm what took place and any solutions that have been agreed with you.

If you do not want a meeting or it is not possible, we will send you a detailed reply to your complaint. This will include the Compliance Managers signature with suggestions for resolving the matter. She will do this within 5 days of completing her investigation.

Should the complainant be dissatisfied with any aspect of the handling of their complaint or the outcome they should contact Raymond Jarvis Director by outlining the details in full, to:

Raymond Jarvis
Ackerman Pierce Ltd
Lovet House
Lovet Road
Harlow
Essex
CM19 5TB

The Director will review the complaint and propose a suggested course of action and will remain involved until the complaint is successfully resolved. The Director will continue to review the outcome of the complaint at agreed times for a minimum period of 12 months

At this stage, if you are still not satisfied you can write to the REC, our trade association of which we are a member marked for the attention of the Consultancy and Compliance Team, REC, Dorset House, 1st Floor, 27 – 45 Stamford Street, London, SE1 9NT.

If we have to change any of the time scales above, we will let you know and explain why.

NOTE: In any event, we will comply with any statutory procedures that may relate to your complaint.

REVIEW

This policy will be reviewed regularly and may be altered from time to time in light of legislative changes or other prevailing circumstances.