

# external complaints

## background

It is the policy of Randstad to respond to all enquiries promptly and courteously. Although we work hard to provide an excellent service to our Candidates and Clients, we are aware that sometimes problems can arise. It is our aim to provide a procedure for handling complaints, fairly and speedily to ensure a resolution can be agreed.

## stages of resolution

### Stage 1: Verbal

An external party can raise a complaint directly to their relevant consultant or branch, who will take appropriate action to try and resolve the issue.

### Stage 2: Written

If a resolution cannot be found directly with the consultant, the complainant must submit their complaint in writing via the Randstad website contact page <https://www.randstad.co.uk/contact-us/>

A written acknowledgement of receipt will be sent within 3 days of receiving the complaint.

The compliance team will review the complaint in full and facilitate an investigation to be led by the relevant Branch Manager or Director.

The complainant will receive a full written response within 14 working days. If Randstad cannot achieve this target for any reason it will be indicated in a reply.

### Stage 3: Appeal

If the complainant is unsatisfied with the response the candidate can appeal.

The complainant must contact in writing within 14 days of the written response with a reason for the appeal.

A Senior Manager or the Legal and Business Assurance team will review the information and issue a response within 7 days.

### Stage 4: External

If the complainant is still not satisfied they should seek advice from an independent advisor.