

# external complaints.



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. All complaints will be handled with a professional standard of care, to identify potential liability and identify resolutions both internally and externally.

## stages of resolution

### **Stage 1: In Branch**

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: Escalation**

If a resolution cannot be found directly with the consultant, the complainant can 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 2 working days of receiving the complaint.

The Legal and Business Assurance team will review the complaint in full and facilitate an investigation to be led by or in conjunction with the relevant Branch Manager or Director.

The complainant will receive a full written response within 10 working days. If Randstad cannot achieve this target for any reason it will be indicated in a reply.

### **Stage 3: Request for Review**

If the complainant is unsatisfied with the response the candidate can request a review.

The complainant must contact Randstad in writing within 10 working days of the written response with a reason for the review.

A Senior Manager or the head of business assurance will review the information and issue a response within 14 days.

### **Stage 4: External**

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

#### *External contacts:*

REC - <https://www.rec.uk.com/recruiters/compliance/complaints/making-a-complaint>

EASI - <https://www.gov.uk/government/publications/pay-and-work-rights-complaints>

Signed:

Date: February 2025

**Victoria Short, CEO Randstad UK & I**