

Acorn Group of Companies	Document #	500-0039
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Complaints Procedure

Complaints Policy

The Acorn Group is committed to providing a high level of service to all our customers (temporary workers, permanent candidates, contractors and clients). If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

If your complaint refers to anything to do with the Agency Workers Regulations (AWR), please refer to AWR Information Request Procedure for Agency Workers.

Complaints Procedure

For minor complaints, please contact your local branch who will endeavour to resolve your concerns.

If you have a more serious complaint or you feel that concerns you have raised with your local branch have not been resolved, please contact the Acorn Group HR Department; Somerton House, Hazell Drive, Newport, NP10 8FY or hr@acornpeople.com

Next steps

1. We will acknowledge your complaint and may ask you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive this acknowledgement within 5 days of us receiving your complaint.
2. We will record your complaint in our central register.
3. We will then conduct a thorough investigation into your complaint which will involve interviewing all parties concerned.
4. You will receive a detailed written response to your complaint within 10 days of completion of the investigation.
5. If you are not satisfied with the outcome of your complaint, you may contact a company director; details of whom will be provided in the outcome letter.
6. The complaint will be reviewed and we will write to you confirming our final position on your complaint and explaining our reasons.
7. If you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business Innovation and Skills or the REC, the industry trade association, of which we are a member by writing to 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.