

# COMPLAINTS PROCEDURE

P3M Recruitment are committed to providing a quality service to all our applicants and clients. If for any reason you are not entirely satisfied with any aspect of the service you have received from us, then the following procedure should be used to remedy the situation in an efficient and effective way.

How to submit a problem with P3M Recruitment:

## **Step 1**

If your concern is regarding the service you have received from a member of the Team, you should submit an email to [complaints@P3Mrecruitment.com](mailto:complaints@P3Mrecruitment.com) giving a brief description of your concerns, and a senior member of the Team can investigate and look to suitably resolve the situation.

If your problem is about an invoice you have received from P3M Recruitment, in the first instance please contact [finance@P3Mrecruitment.com](mailto:finance@P3Mrecruitment.com) or by using the telephone number provided on the invoice. It is important the Finance Team are aware of any problems and are given the opportunity to put things right.

## **Step 2**

After following the correct procedure as outlined in step 1 above, if you are still not satisfied with the response you have received, please contact the Head of People Services at P3M Recruitment in one of three ways:

- Contact P3M Recruitment Helpline: 01623 591008, the line is open Monday to Friday 9:00am - 5.00pm.
- Contact the Head of People Services directly by email: [complaints@P3Mrecruitment.com](mailto:complaints@P3Mrecruitment.com)
- Write to the Head of People Services: P3M Recruitment, 3 Innovate Mews, Lake View Drive, Sherwood Business Park, Nottingham, NG15 0EA

When you contact the Head of People Services, it is important you provide us with all the facts regarding your problem, including details of people you have already spoken to, so we are able to conduct a full investigation.

When we receive details of your problem we undertake to:

- deal with your problem fairly, confidentially and effectively
- acknowledge your problem within two working days and provide a likely timescale for resolution
- fully investigate your comments and keep you regularly informed of the actions we are taking.

