

The ReThink Group

The ReThink Group Complaints Procedure

The ReThink Group aims to provide a high quality and efficient service to all Candidates and Clients. We will listen to both positive and critical comments and use them to improve our services. A complaint is any written or spoken expression of dissatisfaction with the service we provide. We take complaints seriously. Our aims are to:

- **Deal with complaints openly, promptly and honestly**
- **Try to resolve complaints amicably as soon as possible**
- **Learn from complaints to improve our services.**

Dealing with your complaint

All our staff will be courteous and helpful. In the event of a complaint please contact Wenda Cowlard our Business Services Manager. Write to Mariner House, 62 Prince Street, Bristol BS1 4QD, telephone 0117 317 8888 or email wcowlard@rethink-recruitment.com. If you complain over the telephone we will try to resolve your complaint on the spot. Similarly, if you complain in writing we will respond promptly, usually within 5 days of receipt.

If you are not happy with the initial response you receive you can ask for your complaint to be referred to the Managing Director who will review and try to resolve the issue within 48 hours. This document details the generic procedure for complaints adopted by the company.

If following this response you are still not satisfied, you can ask for your complaint to be referred to the Recruitment and Employment Confederation (REC) for further investigation or you can contact the Employment Agencies Standards Office at the Department of Trade and Industry.

The Recruitment and Employment Confederation
15 Welbeck Street
London
W1G 9XT

The Department of Trade and Industry
DTI Enquiry Unit
1 Victoria Street
London
SW10 OET

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