

The ReThink Group plc

The ReThink Group Complaints Procedure

The ReThink Group provides a high quality and efficient service to all our candidates and clients. We will listen to both positive and critical comments and use them to improve our service.

A complaint is classified as any written or spoken expression of dissatisfaction with the service we provide. At ReThink we take complaints seriously. We aim 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 unlikely event that you should need to make a complaint please contact Wenda Cowlard our Business Services Manager in the first instance.

Write: 5th Floor, Newminster House, 27-29 Baldwin Street, Bristol, BS1 1LT

Telephone: 0117 317 8888

E-mail: wcowlard@rethink-recruitment.com

Should you choose to register your complaint on the telephone; ReThink will endeavour to resolve your complaint immediately. Alternatively, if you opt to write to us with your concerns we will respond promptly, usually within five days of receipt of your correspondence.

If you are not happy with the response you receive at the first stage, you can request that your complaint be referred to the Managing Director who will review any previous decisions and decide if they were fair and reasonable. Again, we will aim to deal with your complaint promptly, within 48 hours.

Should you remain dissatisfied following the Managing Directors efforts, you can request that your complaint be referred to the Recruitment and Employment Confederation (REC) for further investigation; alternatively you can contact the Employment Agencies Standards Office at the DBERR (Department for Business, Enterprise and Regulatory Reform).

The Recruitment and Employment Confederation

15 Welbeck Street
London
W1G 9XT

DBERR (Department for Business, Enterprise and Regulatory Reform)

1 Victoria Street
London
SW10 0ET