



Jobshop's Complaints Procedure:

We aim to provide a consistently high level of service at all times to our clients and candidates.

Sometimes, however, things do go wrong and if they do, we would like to hear from you so we can resolve the situation to a satisfactory conclusion for you. This will also help us to improve our service in the future.

In the first instance if you have encountered a problem with our service or a member of staff at Jobshop, please telephone or write to your designated consultant outlining the complaint with them. We would hope that most complaints could be dealt with at this level. If your complaint is in writing then we will acknowledge receipt of the complaint within 1 working day of receiving the complaint. The complaint will be reviewed within 5 working days and the consultant will then contact you directly. The address is: Jobshop UK Limited, 175a High Street, Poole, Dorset, BH15 1AZ

The consultants are:

- Alison Wiseman, Senior Consultant for the Permanent Division
- Lisa Goodwin, Consultant for the Permanent Division
- Jayne Harding, Senior Consultant for the Temporary Division

If you feel that the problem has not been resolved satisfactorily at this level or you wish to escalate the complaint immediately then please write to one of the Directors at Jobshop so that the problem can be dealt with. The address to write to is: Jobshop UK Limited, 175a High Street, Poole, Dorset, BH15 1AZ.

The directors are:

- Tracey Wood, Director for administration staff and the Permanent Division
- Frances Miles, Director for Finance and the Temporary Division.

In either instance, please also send a copy to Laura Rosam, PA to the Directors.

When you are writing to Jobshop about your complaint, please make sure that you include all the following information:

- Your name, your address, your contact telephone number and your email address
- The name of the person you are complaining about
- The nature of the complaint
- The date the incident took place
- Your desired outcome of the complaint

We will then send you an acknowledgement of receipt of your complaint, within 1 working day of it arriving at the Jobshop offices. The complaint will be reviewed within 2 weeks of being received. You will then be contacted by one of the directors either by telephone or by letter, hopefully bringing the matter to a satisfactory conclusion.

For us to deal with complaints effectively we would expect to receive a complaint within 1 month of the incident occurring.

Jobshop UK Limited belong to the Recruitment Employment Confederation (REC), The governing body for the recruitment industry. If after the complaint has been dealt with by one of the Directors, you still do not feel that it has been brought to a satisfactory conclusion, you can contact the Recruitment Employment Confederation (REC) directly to complain.

Please contact Jobshop if you wish to contact the REC and we will provide you with their contact details.

