

Company Name:	Paul Card Recruitment Limited ("the Company")
Model Policy No.	2
Model Policy Name:	Complaint's Policy and Procedure
Date:	April 2026

Complaints Policy

Paul Card Recruitment is committed to providing a high-level service to our customers. If you do not receive satisfaction from us, we need you to tell us about it. This will help us to improve our standards.

Complaints Procedure

If you have a complaint, please contact Robyn Laws, Operations Manager, in the first instance by telephone on 01740 617667 or by email at enquiries@paulcardrecruitment.co.uk so that we can try to resolve your complaint informally.

If you remain dissatisfied, you may escalate your complaint to:

Paul Card
Managing Director
Paul Card Recruitment
Birch Suite, Eden Hub
2 Evolution
Wynyard Business Park
Wynyard
TS22 5TB

Telephone: 01740 617667

Email: enquiries@paulcardrecruitment.co.uk

We will endeavour to resolve concerns informally wherever possible.

Next Steps

1. We will send you a letter acknowledging your complaint and asking 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 our letter within 5 days of us receiving your complaint.
2. We will record your complaint in our central register within a day of having received it.
3. We will acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 5 days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps;
 - We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request;
 - We will then examine the member of staff's reply and the information you have provided for us. If necessary, we may ask you to speak to them. This will take up to 4 days from receiving their reply.
5. We will then invite you to meet with the Managing Director to discuss and, where possible, resolve your complaint within 5 days of the end of our investigation.
6. Within 2 days of the meeting we will write to you to confirm what took place and any solutions we have agreed with you.
 - If you do not want a meeting or it is not possible, we will send you a detailed reply to your complaint. This will include any suggestions for resolving the matter. We will do this within 5 days of completing our investigation.
7. At this stage, if you are still not satisfied you can write to the REC, our trade association of which we are a member marked for the attention of the Consultancy and Compliance Team, REC, 20 Queen Elizabeth Street, London, SE1 2LS, or you can contact the Fair Work Agency, which is the government authority responsible for the enforcement of certain agency worker rights, by calling 0345 161 6000.

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

NOTE: In any event, we will comply with any statutory procedures that may relate to your complaint.