

Candidate Complaints Procedure

The Recruitment Junction (TRJ) aims to provide a high quality of service to all candidates. To ensure TRJ services remain at a high and improving standard, we have a procedure through which candidates can let us know if they are dissatisfied with the service, advice or support they received. We take all complaints seriously and will treat them fairly, with confidentiality, and handle them efficiently.

Definition of a complaint

A complaint is an expression of dissatisfaction about an act, omission, decision or a service provided by TRJ, whether justified or not.

Responsibility

The Trustees of TRJ are responsible for this policy and its implementation.

How to make a complaint

When making a complaint to TRJ the complainant should describe the issue of the complaint with as much detail as possible. It should include dates and times as well as the name(s) of which TRJ representative(s) the complainant was in contact with, and any relevant documentation if appropriate.

Complaints can be made verbally by calling TRJ on [0191 560 0232](tel:01915600232). The CEO will be informed immediately of any complaints received.

Or complaints can be made in writing, either by email or post, to the CEO, Beverley Brooks, beverley.brooks@therecruitmentjunction.com.

The Recruitment Junction, Milburn House, Dean St, Newcastle upon Tyne, NE1 1PQ

If the complaint is about the CEO, it can be emailed to the Chair of Trustees, Patricia Alexander, info@therecruitmentjunction.com or she can be written to at the address above.

All complaints received will be recorded in the Complaints Logbook.

How complaints are handled

All complaints will be acknowledged within five working days. The acknowledgement will say who is dealing with the complaint and when the complainant might expect a response.

Ideally, complainants should receive a definitive reply within 10 working days.

If this is not possible because an investigation is not completed, a progress report will be sent to the complainant with an indication of when they may expect to receive a full reply.

The reply to the complainant will describe the action taken to investigate the complaint, the conclusion and any action taken as a result of the complaint.

If the complainant feels that the complaint has not be satisfactorily resolved, they can request that the complaint is reviewed by the Board of Trustees.

At this stage the complainant should forward their complaint to the Chair of Trustees (contact details above), who will acknowledge the request within five working days and inform the complainant of the date of the next Board meeting at which their complaint will be considered.

The Chair may investigate or may delegate the investigation to another Trustee (provided there is no conflict of interest).

Final decision

Regardless of whether the complaint is upheld or not, the reply to the complainant will describe the action taken to investigate, the conclusions and any action taken as a result.

Once a formal response has been provided and all stages of the complaints process have been exhausted, the matter will be considered closed.

Following the final decision of the Board of Trustees communicated to the complainant, TRJ will not enter into further correspondence unless substantive new information is presented and the decision communicated in the final response will represent TRJ's definitive position on the matter.