

QUALITY ASSURANCE & FEEDBACK

Complaints Policy & Procedure

Structured 4-Stage Operational Resolution Framework

Review Cycle: Annual REC Standards Aligned Quality Assured

1. Policy Statement

At Emerald247, we are committed to delivering exceptional recruitment and staffing solutions to all candidates and clients. We recognize that occasionally issues or misunderstandings may arise. We view complaints as vital opportunities to learn, adapt, and continually improve our operational service delivery.

2. The 4-Stage Resolution Procedure

Stage 1: Informal Resolution (Immediate - 24 Hours)

In the first instance, concerns should be discussed directly with your designated Emerald247 Recruitment Consultant or Account Manager. Most operational, shift, or timesheet questions can be resolved informally within 24 hours.

Stage 2: Formal Investigation by Operations Manager (Within 5 Working Days)

If informal discussion does not resolve the issue, submit a formal written complaint to **complaints@emerald247.co.uk**. The relevant Senior Operations Manager will:

- Acknowledge receipt of your complaint in writing within 1 working day.
- Conduct a thorough investigation with all involved staff, time logs, and booking records.
- Provide a comprehensive written response with clear findings and corrective actions within 5 working days.

Stage 3: Director Review (Within 10 Working Days)

If you remain dissatisfied with the Stage 2 outcome, you may request executive escalation. An appointed Director will conduct an independent review of all findings and provide a final company decision within 10 working days.

Stage 4: External Arbitration

If internal procedures have been exhausted and you remain unsatisfied, you have the right to refer the matter to external industry trade bodies such as the **Recruitment & Employment Confederation (REC)** or the **Employment Agencies Standards (EAS) Inspectorate**.

3. Contacting the Complaints Department

Email: complaints@emerald247.co.uk

Telephone: +44 20 8146 0444

Postal Address: Quality & Compliance Director, Emerald247, 41 Tryfan Close, Ilford, United Kingdom, IG4 5JY.