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|  | <b>Customer Complaints Policy</b> | Issue date: 20-Feb-24 |
| Doc No: POL019  | Author : Aleksandra Szul-Thomas   | Issue No : 2          |

## Purpose

For the purpose of this policy, Smart Solutions (Recruitment) Ltd will be referred to as 'SSR'.

SSR views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

We encourage all of our staff to work with customers and try to find a resolution to any expressions of dissatisfaction without the need to use the formal complaints process.

In many cases we can resolve an issue very quickly - by putting the problem right straight away and to our customers satisfaction. We consider these types of cases as informal service issues.

However, when a customer is unhappy about the way that a service issue or request was handled, they should be referred to this policy.

SSR will respond promptly to complaints received. We are committed to providing a high quality service.

## Policy

SSR welcomes comments from its customers regarding the efficiency of the service it provides. Whenever a formal complaint is received regarding the quality of its service, SSR will carry out an investigation in accordance with the procedures laid out in the Company's Customer Complaints Procedure (PRO002) and Problems & Improvements Procedure (IMS003).

Complaints and/or comments regarding any aspect of the quality of SSR service can be made by one of the following methods:

- by letter; please address it to:  
HR Department  
Smart Solutions Recruitment Ltd  
Unit 4B, Oak House  
Village Way, Coryton  
Cardiff  
CF15 7NE
- by e-mail; [complaints@smartsolutions.co.uk](mailto:complaints@smartsolutions.co.uk)
- by telephone; 02922 803425
- in person; at any Company's offices

## Queries, Amendments & Review

Any queries should be addressed to the Human Resources Department. Any amendments will be notified by revision of this document.

This policy will be reviewed periodically.