



Complaints Policy & Procedure Statement

Omni Resource
Management Solutions Ltd



Author: Omni RMS Ltd
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Version: 2

Complaints Policy & Procedure Statement (External)

Complaints Policy

Omni Resource Management Solutions (RMS) Limited is fully committed to providing a high standard of service to all our clients, and, in the instance that our services are deemed unsatisfactory, we wholly encourage our clients to voice their dissatisfaction as a means of not only resolving the issue but to continually improve our services.

Complaints Procedure

If you do have a formal complaint, please address it to Omni Resource Management Solutions, Charter House, Woodlands Road, Altrincham, Cheshire, WA14 1HF, or, via email at: customercare@omnirms.com addressing your letter/email to the Customer Care Team.

Next steps:

1. Omni will send a letter or email to acknowledge the complaint and request confirmation/explanation of the details set out. The letter/email will also inform the client of the person responsible with handling the complaint. The client can expect to receive this within five days.
2. Omni records the client's complaint in our central register within 24 hours of receipt.
3. Omni acknowledges the client's reply to the acknowledgment letter and confirms the next process. Clients can expect to receive our acknowledgement letter within five days of the reply.
4. Omni begins to investigate the complaint, comprising the following steps:
 - Ensuring that the member of staff who dealt with the respective client replies to the complaint within five days of request;
 - Examining the employee's reply and the information provided. If necessary, Omni asks the person who made the complaint to speak to the necessary employee who handled the complaint. This will take up to four days from reply receipt.
5. Omni will either call or write to the client to resolve the complaint. This is done within five days after the end of the investigation and will include suggestions for resolving the matter.



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6. At this stage, if the client remains unsatisfied, we encourage that a second formal letter of complaint is addressed to our Altrincham office. Once received, a Director that was not previously involved with handling the complaint will review the decision within 10 days.
7. We will then inform the client of the outcome of the review within five days, writing to confirm Omni's final position on the complaint as well as explaining our reasoning. If the issue remains unresolved, clients can contact the Employment Agencies Standards Inspectorate at the Department for Business Innovation and Skills, or, via the REC, the industry trade association (of which we are a member) by writing to the Consultancy and Compliance Team at: REC, Dorset House, 1st Floor, 27 - 45 Stamford Street, London, SE1 9NT.

In the instance that Omni changes any of the above timescales, we will inform all our clients and explain why the changes have been implemented.

Issue Resolution Process for Current Clients

In identifying an issue with our recruitment service, please follow the below process which has been carefully designed to efficiently resolve issues and ensure corrective action.

In the event that a Hiring Manager identifies an issue, they will follow the procedure below: -

Stage 1. The Hiring manager contacts the Account Manager and works to resolve the issue within two working days. If the matter is not resolved, Stage 2 applies.

Stage 2. The Hiring Manager emails details of the issue to the relevant account email address and the issue is added into the Service Level Agreement (SLA) issues log by the Account Director. If the issue is not resolved within one working day, Stage 3 applies.

Stage 3. The Account Director contacts the relevant HR contact/internal point of escalation to make them aware of the issue and develop a strategy to achieve a resolution as quickly as possible. The Account Director will work with the Omni Senior Leadership team to achieve a resolution. If the issue has not been resolved, stage 4 applies.

Stage 4. In the event that a satisfactory resolution has still not been achieved, the Omni Senior Leadership Team will escalate the matter to the Key Client Personnel in order to find a mutual resolution.