# Complaints Policy and Procedure (External)

# Complaints Policy

Omni Resource Managementis committed to providing a high level service to our customers. If you do not receive satisfaction from us we would like you to tell us about it. This will help us to improve our standards.

# Complaints Procedure

If you have a complaint, please write to us at Omni Resource Management Solutions, Charter House, Woodlands Road, Altrincham, Cheshire WA14 1HF or via email at [customercare@omnirms.com](mailto:customercare@omnirms.com) addressing your letter/email to the Customer Care Team.

Next steps

1. We will send a letter or email you acknowledging your complaint and asking you to confirm or explain the details set out. We will also inform you of 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 to 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 either call or write to you to resolve your complaint. This will be done within *5* days of the end of our investigation. This will include our suggestions for resolving the matter.

1. At this stage, if you are still not satisfied you can write to us again. Another Director of the company will review the decision within 10 days.

8. We will let you know of the outcome of this review within 5 days of the end of the review. We will write to you confirming our final position on your complaint and explaining our reasons.If you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business Innovation and Skills or the REC, the industry trade association, of which we are a member by writing to the Consultancy and Compliance Team, REC, Dorset House, 1st Floor, 27 - 45 Stamford Street, London, SE1 9NT.

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

# Issue Resolution Process for Current Clients

If you identify an issue with our recruitment service, please follow the below process. It has been carefully designed to help quickly and satisfactorily resolve issues and ensure corrective action.

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

Stage 1. Hiring manager contacts the Recruiter who works to resolve the issue within 2 working days. If the matter is not resolved stage 2 applies.

Stage 2. Hiring Manager emails details of the issue to the relevant account email address or calls the account hotline to speak to the Talent Acquisition Manager or the Account Director and the issue will be added into the account issues log. If the issue is not resolved within 1 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.