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## Complaints Policy

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Estrata Recruitment is committed to providing a high level service to our customers. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve standards where necessary.

### Complaints procedure

If you have a complaint please contact our Director in writing at DB Recruitment Solutions Ltd – t/a Estrata Recruitment, C/O PB Sandcroft Management Services, 3 Morley's Place, Sawston, Cambridge, CB22 3TG. Alternatively you can email a complaint here: [info@estratarecruitment.com](mailto:info@estratarecruitment.com)

#### Next Steps:

1. We will write to you to acknowledge receipt of your complaint within 7 days of us receiving it.
2. We will start to investigate your complaint.
3. We could request a meeting with you regarding the matter you are complaining about to openly discuss or write to you with our findings.
4. We will consider the responses and the information you have provided to us. We may need to contact you to discuss further details of your complaint and if so, will do so in a timely manner.
5. We will write to you confirming the outcome of our investigations and include our suggestions for resolving the matter. You can expect to receive this detailed response within 28 days of your original complaint being received.
6. If for any reason we find that the investigation may take longer than 28 days we will write to you to inform you of the delay and provide you with an anticipated conclusion date.
7. At this stage, if you are not satisfied with the outcome, you can contact us again and a Director of the company will review the decision within 10 days and write to you to explain why they feel the decision was correct, or to offer an alternative solution if they feel the decision was inappropriate.

If you are still not satisfied at that stage you can contact either of the following independent bodies:

- The Employment Agencies Standards Inspectorate at the Department for Business and Enterprise & Regulatory Reform
- Professional Standards Team at the Recruitment and Employment Confederation, 15 Welbeck Street, London, W1G 9XT