

## **GatenbySanderson – Complaints Policy**

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### **Introduction**

This complaints policy covers our commitment, approach and review of our complaints procedures at GatenbySanderson. GatenbySanderson recognises the importance of complaints and the value of client/candidate feedback as important tools in monitoring and responding to client and candidates' expectations.

### **Our Commitment**

We work in partnership with our clients and candidates at all times, a dialogue that does not cease once the project is completed and we commit to investigate each individual complaint and aim to come to a mutually agreed solution with our clients and candidates when there are any issues or complaints.

Within this policy we aim:

- To provide an effective means for clients and candidates to complain if they are dissatisfied with the service they receive.
- To ensure complaints are dealt with courteously, efficiently and without delay.
- To obtain information about our clients and candidates' perceptions to inform future policy and project planning.
- To maintain records of complaints made so that regular reviews can be produced for internal monitoring and improvements made where appropriate.

Our additional commitment is that all candidates who go through our recruitment and assessment processes are offered detailed and constructive feedback, both in relation to the specific role applied for and, if required, more general advice regarding their career development opportunities.

### **Complaints Handling Process**

We are proud to state that client and candidate complaints are rare and this can be evidenced in our client and candidate feedback scores where 90% are scored as good or excellent. Every client and candidate is asked to complete a Feedback questionnaire at the end of our recruitment process. However we are not complacent and we always treat complaints from candidates and/or clients very seriously and they will be dealt with openly and objectively to make sure they are resolved satisfactorily.

Once a complaint is highlighted either in writing (by letter fax or e-mail) or verbally (face to face or telephone) all colleagues are trained to accept a complaint and will make the relevant parties concerned aware who will be directly responding to the issue.

If at any point the client and/or candidate are not satisfied with the response and/or for some reason does not wish to contact the office and/or the person about which they are complaining they should contact the Managing Partner of GatenbySanderson, Mark Turner. If still not satisfied then they should contact the Chief Financial Officer, Camilla Dyson.

### **Responsiveness**

Any colleague at GatenbySanderson can accept a complaint and we will acknowledge written complaints within 5 working days of receipt advising the client and / or candidate who will be responsible for dealing with the complaint. The letter will also state the time frame within which a response can be expected.

### **Monitoring and Review**

The purpose of monitoring is to ensure that lessons are learned from any complaints received and the services GatenbySanderson provide can be improved as a result.

To inform this we record and categorise all feedback according to the areas in the client and customer feedback forms as follows:

#### ***Candidate Feedback***

Advertising  
Administration  
Recruitment  
Assessment  
Final Interview process  
Diversity and Equal Opportunities  
Overall

#### ***Client Feedback***

Strategy  
Account Management  
Assessment  
Diversity and Equal Opportunities  
Overall

We report on the Client and Candidate Feedback information to the Leadership Group on a monthly basis and discuss appropriate action to any trends or issues. For a full list of all feedback areas please refer to the feedback form which can be requested through the Business Support Team in Leeds.