



## **ASPIRE LOCUMS**

### **COMPLAINTS POLICY AND PROCEDURE**

#### **Complaints Policy**

*ASPIRE LOCUMS* 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 our standards.

#### **Complaints Procedure**

If you have a complaint, please contact Mr Paul Allward (Director) You can write to him at:

**Aspire Locums**  
**27 Seymour Terrace**  
**Seymour Street**  
**Liverpool**  
**L3 5PE**

#### Next steps

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 2-5 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 2-5 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 for 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 invite you to meet him/her to discuss and hopefully resolve your complaint. S/he will do this within 5 days of the end of our investigation.



Aspire Locums (Northwest) Limited  
Liverpool Tel: 0870 803 3091 Fax: 0870 803 3092  
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Registered in England 7356683





6. Within 2 days of the meeting we will write to you to confirm what took place and any solutions s/he has agreed with you.

If you do not want a meeting or it is not possible, We will send you a detailed reply to your complaint. This will include his/her suggestions for resolving the matter. S/he will do this within 5 days of completing his/her investigation.

7. At this stage, if you are still not satisfied you can write to us again. The Director of the company will review our decision again 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.
9. If you are still not satisfied, you can contact the Employment Agencies Standards Office at the Department For Business Enterprise and Regulatory Reform or the REC, our industry trade association, of which we are a member using the below address:
10. If we have to change any of the time scales above, we will let you know and explain why.

Professional Standards,  
REC,  
Recruitment Employment Confederation  
15 Welbeck Street,  
London  
W1G 9XT

Employment Agencies Standards Inspectorate  
BERR  
Department For Business Enterprise & Regulatory Reform  
1 Victoria Street  
London  
SW1H 0ET



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