

## 360 Recruitment – Complaints Policy

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### Our Commitment to customers

At 360 Recruitment Ltd we aim to deliver the highest standards of service to both our customers. However, if for any reason you are dissatisfied with the service that we provide do not hesitate to let us know so we can deal with your query and improve the service we provide.

### What is a complaint?

A complaint is when you inform us you are not happy about the service we provide. It can be about anything and could include:

- When we do not deliver a service on time
- When we give you the wrong information
- When you receive a poor-quality service
- When you have a problem with a member of staff

### At 360 Recruitment Ltd

We ensure that:

- Making a complaint is as easy as possible
- We treat your complaint seriously and with the utmost professionalism
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service

### How to make a complaint

If you wish to make a complaint you can contact our Customer Service Team in any of the following ways listed below;

In Person at one of our offices

By Phone to our Team on 0115 923 3366

By Email at [info@360rec.co.uk](mailto:info@360rec.co.uk)

In Writing to our Team at 360 Recruitment Ltd, The Lookout, Bull Close Road, Nottingham NG7 2UL.

If for any reason you are unhappy with our response to your complaint you can contact the Director:

Greg Tyler

Tel: 0115 923 3366

360 Recruitment Ltd. The Lookout, Bull Close Road, Nottingham NG7 2UL.

Your complaint will be fully investigated, and a response issued within 10 working days.