



## CUSTOMER CARE COMPLAINT POLICY

Haupt Recruitment UK Ltd is committed to delivering excellent customer service. This Customer Care Policy sets out what this commitment means in practice and what our customers can expect from us.

Haupt Recruitment UK Ltd has also introduced a complaints procedure as part of our Customer Care Policy.

### Our promise to you

We are committed to promoting access to our services and offering choice wherever possible in the services we provide and the way we deliver them. Our Staff are responsible for providing an efficient, effective and professional service.

### We will ensure that you are dealt with:

- Quickly, effectively and efficiently
- Without discrimination
- In a courteous helpful and respectful manner.

### We will always:

- Keep you informed.
- Ensure that our Staff takes responsibility for resolving or dealing with your query adequately and to your complete satisfaction.
- Provide as much information as possible to help you make informed choices.
- Ensure all our services are delivered within safe environments.
- Be responsive to the needs of our customers.
- Act in accordance with the law.

### We would like you to:

- Provide us with all the information we require to assist you.
- Treat all our staff fairly and with respect.
- Provide your views and suggestions to help us to improve our services.



## Our customer care standards

### Face to face contact

#### We will:

- Respect your privacy, offering complete confidentiality where possible.
- Listen to you and respond to your needs.
- Be welcoming, courteous and helpful at all times.

### Contact by telephone

#### We will:

- Aim to answer the telephone within five rings during normal working hours (9:00am - 5:30pm, Monday to Friday).
- If a member of staff is not available, their telephone should be answered by a colleague within the target time.
- If your call is diverted to an answer machine we will reply to your message within 24 hours, except at weekends or during bank holidays.
- Attempt to resolve your query at the first point of contact. If this is not possible we will refer your query to someone who can help and ensure that you have the name of the staff member dealing with the query.

### Contact in writing

#### We will:

- Aim to respond to standard written enquiries within five working days (one week) of receipt, resolving the issues raised if at all possible. If the issue is more complicated and likely to take longer to resolve, we will provide you with an approximate timescale in which you can expect a response from us.
- Ensure that within the response provided customers are given a named contact of the staff member dealing with the issue.



## Contact by email

### We will:

- Aim to respond to emails sent to the general Haupt Recruitment UK Ltd email address [admin@hauptrecruitment.co.uk](mailto:admin@hauptrecruitment.co.uk) or [info@hauptrecruitment.co.uk](mailto:info@hauptrecruitment.co.uk) within 24 hours, except at weekends or during bank holidays. All emails should at least receive an acknowledgement within one working day stating when a full reply will be made if it is not possible to deal with the inquiry immediately.
- Aim to provide a full response to email inquiries within five working days of receipt, resolving the highlighted issues if at all possible.
- Ensure that within the response provided customers are given a named contact of the staff member dealing with the issue.
- Delivering an effective service to customers with different needs
- All our customers have the right to expect the same level of service.
- Haupt Recruitment UK Ltd is careful not to make assumptions about people's needs or abilities but will consult with customers to identify individual needs.
- We will make every attempt to supply information in an appropriate format and we will make sure that disabled people and people whose first language is not English can get access to interpreting, translation and communication support.

## Complaints

We aim for most complaints to be dealt with informally to the satisfaction of the complainant, however, if this is not possible this procedure sets out how a complaint will be investigated.

### What is a complaint?

A complaint is an expression of dissatisfaction about Haupt Recruitment UK Ltd, which includes service levels, fair treatment of the Customer, proper handling of a Customer request / enquiry or any other issue that the Customer would like resolved.

## How does the complaint procedure work?

### Stage 1

Initially, you should always take up your complaint with the person responsible for the service you want to complain about. You can make a complaint in a variety of ways:

- Telephone
- Letter
- Email
- Through an Advocate

All complaints will be acknowledged in writing within 5 working days. On receipt of a complaint, the person assigned to investigate it will contact the complainant to clarify the issues raised and make an appointment to meet them if required. Details of all contact and discussions with the complainant will be fully recorded.

The complainant will be given a copy of the Haupt Recruitment UK Ltd complaints procedure and advised of what will happen next and within what timescales.

### Stage 2

If you are not satisfied with how your initial complaint has been handled we will adopt a formal procedure to investigate it further.

We will record your complaint in writing by asking you to fill in a form giving full details of your grievances and acknowledge we have received this within 5 working days.

The complaint will be investigated by a senior staff member and will be investigated in accordance with the agreed Haupt Recruitment UK Ltd standards.

We will write to you within 10 days with a full reply, or, if a more detailed investigation is needed, a progress report.



### **Stage 3**

If you are still unhappy with the action we have taken your complaint can be referred to the Director of Haupt Recruitment UK Ltd who will examine it thoroughly and review the actions taken to date.

The Director of Haupt Recruitment UK Ltd will reply to you in writing explaining either what further action is being taken or that no further action is appropriate. You will receive a reply within 10 days or, if this is not possible, an estimate of how long it will take to complete the review.

### **How do I make a complaint?**

You can make a complaint in the following ways:

#### **Haupt Recruitment UK Limited:**

By using a Haupt Recruitment UK Ltd complaint form (copy attached) and sending it to;

Haupt Recruitment UK Ltd  
81 Oxford Street  
London  
W1D 2EU  
Tel: (020) 7903 5268  
Fax: (020) 8338 3981

#### **Online:**

By contacting us on [info@hauptrecruitment.co.uk](mailto:info@hauptrecruitment.co.uk)

#### **Telephone:**

By contacting our office on: (020) 7903 5268

#### **More information:**

You can find out more information about Haupt Recruitment UK Ltd by:

Calling us on: (020) 7903 5268

Emailing us at: [info@hauptrecruitment.co.uk](mailto:info@hauptrecruitment.co.uk)

Visiting our website at: [www.hauptrecruitment.co.uk](http://www.hauptrecruitment.co.uk)



**Haupt Recruitment UK Limited**  
**Privacy Complaint Form**

As per Haupt Recruitment UK Ltd Policies and Procedures you have a right to complain about Haupt Recruitment UK Ltd privacy policies, procedures or actions. Please fill out this form completely and accurately. Within 10 days of receipt of this Complaint Form, we will review and respond to your Complaint. If you need assistance completing this form, please call (020) 7903 5268 and a Staff Member will assist you.

Please complete the sections below. (You are not required to provide your name and contact information, but we will be unable to respond to your complaint if you choose not to provide this information on this Complaint Form.)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Best way to reach you? \_\_\_\_\_

Best time to reach you? \_\_\_\_\_

This complaint relates to:  
\_\_\_\_\_

Details of your complaint: (Please be as specific as possible with dates, times and the specific policy, procedure, or action taken. Include the names of whom you have discussed this matter with. Use the other side of this form or attach a separate page if you need more room.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature:

Date: