

COMPLAINTS POLICY AND PROCEDURE

Complaints Policy

Red Eagle Ltd is committed to providing a high level service to our customers. We will listen to both positive and critical comments and use them to improve our service. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

We take complaints seriously and our aims are:

1. Deal with complaints openly, promptly and honestly
2. Try to resolve complaints amicably as soon as possible
3. Learn from complaints to improve our service

Complaints Procedure

If you have a complaint, please contact your direct line manager or bookings controller by phone 01303 851133 in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied please contact Will Cotter, Operations Director. You can write to him at: Red Eagle Ltd, Shakespeare House, 147 Sandgate Road, Folkestone, Kent, CT20 2DA

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 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 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. Will Cotter will then invite you to meet him to discuss and hopefully resolve your complaint. He will do this within 5 days of the end of our investigation.
6. Within 2 days of the meeting Will Cotter will write to you to confirm what took place and any solutions he has agreed with you.

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

7. At this stage, if you are still not satisfied you can write to us again. Another Director of the company will review Will Cotter's decision 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. If you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business Innovation and Skills or the REC, the industry trade association, of which we are a member by writing to the Consultancy and Compliance Team, The REC, Dorset House, First Floor, 27-45 Stamford Street, London, SE1 9NT

If we have to change any of the time scales above, we will let you know and explain why.

NOTE: In any event, we will comply with any statutory procedures that may relate to your complaint.