

## REC complaints policy

### REC vision

To lead a successful and respected recruitment industry that is recognised for its positive contribution to the UK Plc.

### How do we achieve this?

We continually strive to provide world class products and services, be professional and advocate for our industry. We understand that in order to do this, as well as being proactive, we ensure we actively listen to our Members and users of our services.

**So, please tell us if you are unhappy with the service you have received** as this will enable us to resolve the situation and help the REC to develop and improve.

### How do I raise my concerns?

We ask that you put your complaint in writing to us, for the attention of Angie Nicholls, Head of Compliance and Customer Service, at [complaints@rec.uk.com](mailto:complaints@rec.uk.com) or via post at REC, Dorset House, 27-45 Stamford Street, London, SE1 9NT. Please include who was involved, when this occurred, where this happened, why - the situation that led to your complaint and what your ideal outcome would be.

### What happens next?

Your complaint will be logged and written acknowledgement sent to you within one working day.

We will then start to investigate your complaint, identifying the cause of the issue and any actions that are necessary to resolve the matter and to prevent similar situations occurring in the future. Part of this process may include seeking additional clarification from you.

### Our promise to you

- We will deal with your complaint appropriately, politely, confidentially and in a timely manner, usually within 5-10 working days
- We will respond openly, honestly and constructively
- We will learn from your complaint and utilise the outcomes to improve our products and services
- We will regularly review our complaints policy

### What if I still have concerns?

If you are not satisfied with the response you have received from the Head of Compliance and Customer Service, you can write to us again and the Director of Member Delivery will review the decision and respond further.

If you have any queries about our process please contact the Customer Contact Team on 020 7009 2100 or via email at the address above.