



Company Name:	Rotherwood Recruitment (2020) Ltd (“the Company”) T/A Rotherwood Recruitment / Rotherwood Education / Rotherwood Cares
Policy Name:	COMPLAINTS PROCEDURE
Date:	September 2025

Rotherwood Recruitment (2020) Ltd 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.

If you have a complaint, please contact Jo Pagdin, Managing Director on 01535 604508, email jo@rotherwood-recruitment.com or you can write to her at 21 Cavendish Street, Keighley, West Yorkshire. BD21 3RB.

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 3 working 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 3 working 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. Jo Pagdin will then invite you to meet her to discuss and hopefully resolve your complaint. She will do this within 3 working days of the end of our investigation.
6. Within 2 days of the meeting Jo Pagdin will write to you to confirm what took place and any solutions she has agreed with you. If you do not want a meeting or it is not possible, Jo Pagdin will send you a detailed reply to your complaint. This will include her suggestions for resolving the matter. She will do this within 5 days of completing her investigation.
7. At this stage, if you are still not satisfied you can write to us again. The Chairman of the company will review Jo Pagdin's decision within 10 working days.
8. We will let you know of the outcome of this review within 3 working 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, REC, 20 Queen Elizabeth Street, London, SE1 2LS.

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.