



# COMPLAINTS AND ESCALATION PROCEDURE

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## Policy Statement

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Qbix Care values the opinion and feedback of its employees, candidates and clients and is committed to improving service quality in response to feedback, suggestions or complaints.

We believe that our customer service is what differentiates us from our competitors, and as such we are continuously seeking ways to improve the service that we give to both our clients and candidates.

## Scope of the Policy

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This policy applies to all aspects of the company's service, interactions, policies and procedures. All employees are required to comply with this policy when dealing with complaints and to escalate them if unable to resolve them satisfactorily within the set timescales.

## Complaints Procedure

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Although the bulk of service issues are raised and dealt with operationally on a day-to-day basis, there may be occasions when a particular issue needs to be raised and handled formally.

Qbix Care operates an open and accessible operational structure, ensuring that key decision makers are available when required to all parties. This structure allows decisions requiring executive level input to take place quickly and efficiently, streamlining the service to our clients and candidates.



All complaints and service issues will be thoroughly investigated and documented with all parties involved. Clear and accurate communication is central to effective resolution. Complaints should be made in writing, initially to the member of staff concerned. Receipt of the complaint will be acknowledged immediately pending investigation.

Information will be requested regarding who is making the complaint together with the nature of the complaint. This will be recorded in the complaints register.

The staff member to whom the complaint was initially made (with support from a manager if necessary) will investigate the complaint and interview individual parties as appropriate. Written statements will be obtained from those interviewed and a summary report will be written. Action to resolve the complaint will be detailed and responses to the complaint will be made in writing.

Response times will be as follows:

- Acknowledgement of complaint within 24 hours.
- Investigation will commence immediately with an assessment of the situation and contact with all individuals involved.
- Interviews will be held within 48 hours unless there are extenuating circumstances.
- A response will be made to complainant within 48 hours of completing interviews. In every case we will take all reasonable and practicable steps to resolve the complaint within 7 working days of its receipt unless the nature of the complaint requires additional investigation or action by an appropriate third party in which case the complaint will be resolved as soon as possible thereafter.

During the complaints resolution process we will ensure that the Complainant is kept abreast of progress in resolving the complaint and actions and procedures put in place to prevent recurrence will be shared with all parties in writing.

We maintain a written log of all complaints which including details of the complaint, actions taken to resolve it and any changes to procedures to prevent recurrence. Complaints will be analysed on a quarterly and annual basis to identify any trends or patterns and client specific complaints will form part of management reporting and be an agenda point for discussion at review meetings for key accounts.



## Escalation Process

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### **Level 1 – MEMBER OF STAFF RECEIVING THE INITIAL COMPLAINT**

Upon receipt of a complaint, the complainant will receive a response within 24 hours, together with an explanation of resolution and estimated timescales to resolve.

If the Level 1 employee cannot resolve the problem or if the complaint is of a serious nature, it will be escalated to Level 2 immediately.

### **Level 2 – OPERATIONS MANAGER**

Upon receipt of an escalated complaint and within 24 hours, the Level 2 employee will:

- Respond to the Level 1 employee and the complainant to acknowledge receipt of complaint and clarify understanding of issue.
- Provide the Level 1 employee and the complainant with an explanation of proposed resolution and anticipated timescale.

If the Level 2 employee cannot resolve the problem within the required timescales or the complaint is of a sufficiently serious nature, it will be escalated to Level 3.

### **Level 3 – MANAGING DIRECTOR**

Upon receipt of an escalated complaint, the managing director will:

- Immediately commence an assessment of the situation and contact with the individuals involved.
- Respond to complaint within 48 hours of completing interviews.

Should the complainant be dissatisfied with any aspect of the handling of their complaint or the outcome they should contact the managing director by outlining the details in full, to:

Patricia Loise Quimpo  
Managing Director  
Qbix Care  
205 Pettits Lane, Romford  
RM1 4DX



The complaint will then be investigated by the managing director who will propose a suggested course of action. The managing director will continue to review the outcome of the complaint at agreed times for a minimum period of 12 months.

## Escalation to the REC

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In the event that the response to a complaint relating to professional standards is unsatisfactory, a letter may be addressed to the Recruitment & Employment Confederation (REC), outlining the details in full to:

The Professional Standards Manager  
Recruitment and Employment Confederation (REC)  
Dorset House  
First Floor, 27-45 Stamford Street  
London  
SE1 9NT

The complaint will then be investigated under the REC complaints and disciplinary procedure. This procedure can be obtained by visiting [www.rec.uk.com](http://www.rec.uk.com).

## Review

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This policy will be reviewed regularly and may be altered from time to time in light of legislative changes or other prevailing circumstances.

**Signed:**

**Name: Patricia Loise Quimpo**

**Designation: Managing Director**

**Company Name: Qbix Care (Qbix Ltd)**

**Date: 02/02/2019**