

Complaints Policy and Procedure, including AWR related complaints

E-Resourcing is committed to providing a high level of service to our customers, suppliers, workers, candidates, and staff. If you do not receive satisfaction from E-Resourcing, we need you to tell us about it. This will help us to improve our standards and allow us to address any issues.

There are 2 separate complaints procedures;

- 1. Complaints Procedure**
- 2. Complaints arising from the Agency Worker Regulations (AWR)**

1. Complaints Procedure

If you have a complaint, in the first instance please contact Kevin Thorn, Director, by phone on +44 1372 748444 or on email kevin.thorn@e-resourcing.com so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied, please contact either Alison Page or Jon Tyler, both Directors. You can write to them at:

E-Resourcing Ltd, Oaks House, 12 - 22 West St, Epsom, Surrey KT18 7RG

or via email alison.Page@e-resourcing.com or jon.tyler@e-resourcing.com

Next steps

1. E-Resourcing will respond to your complaint and may ask 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 5 working days of us receiving your complaint.
2. E-Resourcing will record your complaint in our central register within 72 hours of having received it.
3. We will acknowledge your reply to our acknowledgment and confirm what will happen next. You can expect to receive our acknowledgement within 5 working days of your reply.
4. We will then start to investigate your complaint. This may 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. One of the Directors will then invite you to meet him/ her to discuss and hopefully resolve your complaint. S/he will do this within 5 days of the end of our investigation.
6. Within 2 days of the meeting, the Director will again respond to you to confirm what took place and any solutions s/he has agreed with you.

7. If you do not want a meeting, or it is not possible, the Director will send you a detailed reply to your complaint. This will include his/her suggestions for resolving the matter. S/he will do this within 5 days of completing his/her investigation.
8. At this stage, if you are still not satisfied you can respond to us again. A different Director of the company will review the decision within 10 days.
9. We will let you know of the outcome of this review within 5 days of the end of the review. We will respond 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 [APSCo](#), the industry trade association, of which we are a member.

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

AWR Complaints Policy

If you have a complaint that involves issues on the Agency Worker Regulations (AWR), in the first instance please contact your Account Manager at E-Resourcing.

For more information on the AWR, please visit

<https://assets.publishing.service.gov.uk/media/5db1f765ed915d09763aad86/agency-workers-regulations-2010-guidance.pdf>

The law is complex and requires clear communication through the supply chain.

If you feel that your Agency Worker Regulations complaint is not fully resolved, please contact Kevin Thorn, Director, by phone on +44 1372 748444 or on email kevin.thorn@e-resourcing.com so that he can try to resolve your Agency Worker Regulations based complaint.

If you are not satisfied with Kevin Thorn's response, please contact either Alison Page or Jon Tyler, both Directors. You can write to them at:

E-Resourcing Ltd, Oaks House, 12 - 22 West St, Epsom, Surrey KT18 7RG

or via email alison.Page@e-resourcing.com or jon.tyler@e-resourcing.com

Please follow the same steps detailed above.

NOTE: In any event, E-Resourcing must comply with any statutory procedures that may relate to your complaint.