

Acorn Group of Companies

Complaints Policy and Procedure – Agency Workers

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Complaints Policy

The Acorn Group 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 your complaint refers to anything to do with the Agency Workers Regulations (AWR), please refer to AWR Information Request Procedure for Agency Workers.

Complaints Procedure – General Complaints

For minor complaints in relation to your assignment, please contact your local branch who will endeavour to resolve your concerns.

If you have a more serious complaint or you feel that concerns you have raised with your local branch have not been resolved, please contact Tania Cummins, Quality Manager. You can write to her at Acorn Group, Hazell Drive, Newport, NP10 8FY.

Next steps

1. We will send you a letter acknowledging 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 days of us receiving your complaint.
2. We will record your complaint in our central register.
3. We will then conduct a thorough investigation into your complaint which will involve interviewing all parties concerned.
4. You will receive a written response to your complaint within 10 days of completion of the investigation.

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