

Complaints Policy

Complaints, whether received from a temporary candidate, permanent candidate, member of staff, client, supplier or member of the public, must be dealt with in the same way.

All complaints received by plum appointments, a division of Partners Employment, will be documented, actioned accordingly and responded to within seven working days.

If the issue is not adequately resolved we ask that the complaint is put in writing, in English, to the Directors who will investigate the complaint and respond to you within a further seven working days*.

Complainants also have the right to appeal against the decision made by the Directors to:

The Professional Standards Manager
The Recruitment and Employment Confederation
15 Welbeck Street
London,
W1G 9XT

* Depending on the nature of the complaint this may take longer to investigate.

01225 710972

www.plumappointments.co.uk