

### Compliments & Comments

As an organisation, we are committed to providing a quality service for our customers, workers and suppliers.

Compliments and comments about the service provided are of great value to us and we welcome you to provide these either verbally, or in writing.

Compliments and comments enable us to:

- Understand that our service is of satisfaction to our clients, customers and workers
- Provide positive feedback to our staff
- Influence our organisational and service development

If you wish to pay us a compliment or give us a comment, you can contact us using the contact details set out in this document.

### Complaints

As an organisation, we are committed to providing a quality service for our customers, workers and suppliers. If you are not entirely satisfied with the level of service you have received from us, please let us know. All complaints are taken very seriously and any feedback is greatly appreciated as it provides us with an opportunity to improve our standards.

*Definition: A statement that something is unsatisfactory or unacceptable.*

Our complaints policy enables us to:

- Have a clear and consistent approach to dealing with anyone who wishes to make a complaint
- Ensure all our employees are aware of this policy and understand how to proceed if a complaint is received
- Make sure all complaints are investigated and responded to in a timely manner
- Learn from feedback and improve the service moving forwards

Procedure:

If you have a complaint, please contact our recruitment using the contact details below in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied please contact our Recruitment Operations Manager using the following address: Endeavour House, 8 Russell Road, Ipswich, IP1 2BX.

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 acknowledgement within 1 working day 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 then start to investigate your complaint.
4. You may be invited to meet in person to discuss your complaint, where we hope to be able to resolve your concerns.
5. If you do not want a meeting or it is not possible, we will send you a detailed reply to your complaint. This will include our suggestions for resolving the matter. We will do this within 3 working days of completing our investigation.
6. At this stage, if you are still not satisfied you can write to the REC, our trade association of which we are a member marked for the attention of the Consultancy and Compliance Team, REC, Dorset House, 1<sup>st</sup> Floor, 27 – 45 Stamford Street, London, SE1 9NT.

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.**

### Contacting Us:

If you wish to pay us a compliment or comment or make a complaint, please contact us using the appropriate contact details set out below including a reference to the nature of your contact (e.g. Compliment, Comment, Complaint):

Opus People Solutions	T: 03301 242800 E: <a href="mailto:recruitment@opuspeoplesolutions.co.uk">recruitment@opuspeoplesolutions.co.uk</a>
Opus LGSS Cambridge	T: 03301 242800 E: <a href="mailto:cambridge@opuspeoplesolutions.co.uk">cambridge@opuspeoplesolutions.co.uk</a>
Opus LGSS Northampton	T: 03301 242800 E: <a href="mailto:ncc@opuspeoplesolutions.co.uk">ncc@opuspeoplesolutions.co.uk</a>
Opus Teach	T: 03301 242801 E: <a href="mailto:enquiries@opusteach.co.uk">enquiries@opusteach.co.uk</a>
Opus LGSS Milton Keynes	T: 03301 242800 E: <a href="mailto:mkc@opuspeoplesolutions.co.uk">mkc@opuspeoplesolutions.co.uk</a>