



BUSYBEE

RECRUITMENT

Busy Bee Recruitment Ltd Complaints Policy

Busy Bee Recruitment Ltd 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.

Complaints Procedure

If you have a complaint, please contact Kayleigh Bysouth by phone 01353 880253 in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied please contact Kayleigh Bysouth. You can write to her at: 7B Regal Lane, Soham, Cambridgeshire, CB75BA

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 letter within 2 business days 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 acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 2 business days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps;
 - We may ask the member of staff who dealt with you to reply to your complaint within 5 business 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 business days from receiving their reply.
5. Kayleigh Bysouth will then invite you to meet him/her to discuss and hopefully resolve your complaint. She will do this within 5 business days of the end of our investigation.
6. Within 2 days of the meeting Kayleigh Bysouth will write to you to confirm what took place and any solutions she has agreed with you.
 - If you do not want a meeting or it is not possible, Kayleigh Bysouth will send you a detailed reply to your complaint. This will include her suggestions for resolving the matter. She will do this within 5 days of completing her investigation.

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

Head Office: 01353 880253
Cambridge: 01223 628740

Head Office: 7B Regal Lane, Soham, Ely,
Cambridgeshire CB7 5BA

admin@busybeerecruitment.co.uk
www.busybeerecruitment.co.uk

EMPOWERING GROWTH

Cambridge Office: Stirling House, Cambridge Innovation
Park, Denny End Road, Waterbeach CB25 9PQ





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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, 1st 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.

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