



ONE WAY
COMPLAINTS POLICY & PROCEDURE
VERSION: OCTOBER 2023



oneway
BUILDING YOUR FUTURE





Complaints Policy and Procedure

One Way is committed to providing a high level service to our clients and candidates. If you do not receive satisfaction from us we need you to tell us about it. This will help us improve our standards. A complaint must be made within one year of the incident complained about, unless it is not reasonably practicable to bring a complaint within that time frame. In the event that a complaint is brought after one year, the complainant must provide written reasons for the delay.

Complaints Procedure

If you have a complain, please contact Paul Payne, the Director. You can write to him at: Unit 6, Cross House Centre, Crosshouse Road, Southampton, SO14 5GZ

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 2-5 days of us receiving your complaint.
2. We will record your complaint against our internal data base within a day of having receive it.
3. We will acknowledge your reply to our acknowledgement letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 2-5 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 days of our request;
 - We will then examine the member of staffs 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. Paul Payne will then invite you to meet him to discuss and hopefully resolve your complaint. He will do this within 5 days of the end of our investigation.
6. Within 2 days of the meeting Paul Payne will write to you to confirm what took place and any solutions he has agreed with you.
If you do not want a meeting or it is not possible, Paul Payne will send you a details reply to your complaint. This will include his suggestions for resolving the matter. He will do this within 5 days of completing his investigation.
7. At this stage, if you are still not satisfied you can write to us again. Another Director of the company will review Paul Paynes decision within 10 days.
8. We will write to you confirming our finial position on your complaint and explaining our reasons within 5 days of this review. If you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business Enterprise & Regulatory Reform.

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

This policy & procedure is reviewed and monitored annually.

Signed:.....

Paul Payne, Managing Director

Date: 12th October 2021

Last Reviewed: 6th October 2023

Next Review by: 1st October 2024

