

Complaints Policy

Redway HR Ltd views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person (or organisation) that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Redway HR Ltd knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction about any aspect of Redway HR Ltd.

Where Complaints Come From

Complaints may come from any individual or organisation who has a legitimate interest in Redway HR Ltd, including the general public if something is perceived to be improper. A complaint can be received verbally, by phone, by email or in writing. This policy does not cover complaints from team members, who should refer our internal policy.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the Managing Director of Redway HR Ltd.

If you need to make a complaint

Please contact:

Liz Redway, Redway HR Ltd, 34 Porters Hill, Harpenden, AL5 5HR

Tel No: 01582 252500 Email address: info@redway-hr.co.uk

Step-by-step complaints procedure

If you're not completely happy with our service we'd like to hear about it so we can do something to put it right.

We want to:

- Make it easy for you to tell us what went wrong;
- Give your complaint the attention it deserves;
- Resolve your complaint fairly without delay; and
- Make sure you are satisfied with how your complaint was resolved.

How long will it take?

We aim to resolve your complaint straight away but if we can't, then we will write to you within five business days to tell you:

- Why we have not resolved your complaint;
- Who is dealing with your complaint; and
- When we will contact you again.

We will aim to resolve your complaint quickly but it may take longer if it is complex. We will keep you informed on a regular basis.

If we cannot reach agreement with you?

If we can't agree a solution with you within eight weeks, we will:

- Send a letter giving our reasons for the delay and an indication of when we expect to provide a final decision. OR
- Issue our final decision letter which will explain our final position.

Review

This policy is reviewed regularly and updated as required.

Sept 2025