

Complaints Policy

ProMatch Consultancy Limited is committed to providing a high level of service to our customers. If you do not receive satisfaction from us, it is important that you tell us about it as this will help us to continually improve our standards.

Complaints Procedure

If you have a complaint, in the first instance please contact Claire Cookson (Owner and Managing Director) by telephone on 07500016596. Many issues can be resolved quickly and informally through direct discussion.

If you remain dissatisfied after the initial conversation, you may submit your complaint in writing. Please send your complaint either by email to: claire.cookson@promatchconsultancy.com or by post to: ProMatch Consultancy Limited, 18 Stafford Street, Tain, IV19 1AZ.

Next steps:

1. We will acknowledge your complaint in writing and ask you to confirm or explain the details set out. You can expect to receive our acknowledgement within 2 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 and confirm what will happen next. You can expect to receive this within 2 days of your reply.
4. Claire Cookson will then personally investigate your complaint.
5. Claire Cookson will then invite you to meet with her to discuss and hopefully resolve your complaint. She will do this within 5 days of the end of the investigation.
6. Within days of the meeting Claire Cookson 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, Claire Cookson 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.
7. 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 or you can contact the Fair Work Agency, which is the government authority responsible for the enforcement of certain agency worker rights, by calling 0345 161 6000.

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.