

SurePath Recruitment Ltd

Complaints Policy

1. Purpose

SurePath Recruitment Ltd aims to provide the highest standard of service. This Complaints Policy outlines how we handle concerns or complaints.

2. How to Complain

Complaints can be submitted via email, phone, or in writing:

Email: info@surepathrecruitment.co.uk

Tel: 07914690288

3. Process

- All complaints will be acknowledged within 5 working days.
- We will investigate and aim to resolve complaints within 28 days.
- If we cannot resolve the issue within this timeframe, we will provide regular updates.

4. Escalation

If you are not satisfied with our response, you may escalate your complaint to the Employment Agencies Standards Inspectorate (EAS) or ACAS.

5. Review

We regularly review complaints to improve our services and prevent recurrence.

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Contact: info@surepathrecruitment.co.uk | Tel: 07914690288