

## Section 2 – During Employment at Kinetic

### 2.13 Customer Complaints

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#### Aim

To ensure that Kinetic Recruitment Services Limited meet the expectations of our personnel and clients and ultimately deliver what we say we will in a polite, professional, ethical and efficient manner. To promote effective communication channels between our personnel and us.

Kinetic Recruitment Services Limited recognises that complaints may be made against the company, business unit or individual employee from customers of our service. It is in the best interest of all concerned that there are formal procedures for dealing with these issues.

All complaints are treated extremely seriously. We will respond to all formal complaints as quickly as possible to the satisfaction of all parties concerned, and will ensure that all complaints are dealt with in a professional, consistent, fair and expedient manner at all times. Please note that your complaint will always be kept confidential in accordance with General Data Protection Regulations but note that complaints of a serious nature may be referred to any relevant external regulatory/professional body or the police.

#### Complaints Process

If you have a complaint please contact the Consultant at your local Kinetic Office by telephone in the first instance so that we can try to resolve your complaint informally – contact details for your local office can be found at <https://www.kinetic-plc.co.uk/contact-us>. If you are not comfortable addressing your complaint with your local Kinetic office, then please direct it to the details below.

If you have been unable to resolve your complaint and are not satisfied, please put your complaint in writing together with all relevant documentation and any documentary evidence supporting the complaint. The grounds for the complaint must be clearly defined and sent to the Managing Director.

Joanna Heseltine  
 Managing Director  
 Kinetic Recruitment Services Limited  
 Lancastrian Office Centre  
 Talbot Road  
 Stretford  
 Manchester  
 M32 0FP  
[complaints@kinetic-plc.co.uk](mailto:complaints@kinetic-plc.co.uk)

The Managing Director will acknowledge the complaint and begin an investigation. Where possible, we hope to have a course of action within hours. If you complain in writing, we will acknowledge receipt of your letter within 3 working days.

If required investigatory meetings will be set up with the parties concerned and all relevant information will be gathered.

Our Managing Director will provide a written report detailing the outcomes of the investigation within 15 working days (except where the nature of the complaint is such that an investigation would take longer).

From the evidence gathered the Managing Director will make a decision as to the outcome in line with Kinetic Recruitment Services Limited’s disciplinary procedure.

Where your complaint is upheld, we will get in touch or arrange a meeting to ensure that you are satisfied with the outcome.