



Berry Technical
Complaints Policy and Procedure

Our Complaints Policy – reinforcing our commitment to customer satisfaction and quality improvement

While we plan in detail for the successful delivery and implementation of all client projects and all candidate placements, as an organisation working with candidates and clients in all industry and service sectors, we don't always get it right. We – and our clients and candidates – acknowledge that from time to time, problems will arise. In some cases, these may lead to complaints.

If this happens, our priority is to investigate and resolve the problem promptly and professionally.

Once that is done, we can look internally in more detail at what happened, why it happened and what we can do proactively to prevent it happening again.

As Berry Technical is a corporate member of the Recruitment and Employment Confederation (REC), the representative body for the UK's private recruitment and staffing industry, our complaints handling procedures are based on their guidelines and we review our policy and procedures annually in accordance with their best practice recommendations.

Complaints Procedure

Our intention is always to provide a high level service to our customers. If you do not receive good service from us we need you to tell us about it. This will help us to improve our standards.

Our procedures covering the investigation and resolution of complaints are documented, monitored and overseen by our Consultants; with appropriate escalation paths to the Berry Technical Board should these be required.

If you have a complaint, please contact Alex Morris, Berry Technical's Global Sales Director, by phone, fax, email or post using any of the contact details below.

Alex Morris MIOD FIRP | Global Sales Director | Berry Technical | Facilities Management Division

Courtyard House | Mill Lane | Godalming | Surrey | United Kingdom | GU7 1EY
t: +44 (0) 1483 424686 | dd: +44 (0) 1483 410810 | f: +44 (0) 1483 416178 | m: +44 (0) 7887 685 754
e: alex.morris@berrytechnical.co.uk | w: www.cerebra.co.uk

Next steps

1. We will send you a letter or email 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 days of our receiving your complaint.
2. We will record your complaint in our central register within a day of having received it.
3. We will confirm receipt of your reply to our acknowledgment letter and confirm what will happen next.



4. We will 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 directly to your complaint within 5 days of our request;
 - We will then examine the member of staff's 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. We will then invite you to meet the staff member to discuss and hopefully resolve your complaint. We will do this within 4 days of the end of our investigation.
6. Within 2 days of the meeting we will write to you to confirm what took place and any solutions the staff member agreed with you.
7. If you would prefer not to have a meeting or it is not possible to arrange, the staff member involved will send you a detailed reply to your complaint. This will include his/her suggestions for resolving the matter. He or she will do this within 5 days of completing his/her investigation.
8. At this stage, if you are still not satisfied you can write to our Global Sales Director, Alex Morris, again and he will review the staff member's proposed resolution within 5 days and see if he can resolve with you. We will let you know of the outcome of this review within 5 days of the end of the review. We will write to you confirming our final position on your complaint and explaining our reasons.
9. If you are still not satisfied, you can contact the Employment Agencies Standards Office at the Department of Trade and Industry or the REC, the industry trade association, of which we are a member by writing to the Professional Standards Manager, REC, 15 Welbeck Street, London W1G 9XT.

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