



Complaint Handling Process

COMPLAINT HANDLING PROCESS

As part of TPP's commitment to quality and customer service, we welcome feedback on our services, but in particular, if a person or a body outside our organisation has a concern or complaint about the way we have provided a service, then we encourage them to let us know so that we can review and resolve the issue. We welcome the opportunity to address people's concerns and complaints.

As part of our organisation's core shared values, we:

- understand the importance of collaborating internally to serve our external customers;
- are dedicated to service and personal responsiveness;
- are committed to and accountable for the work we do.

Complaint Handling Process

Aims

TPP's Complaint Handling Process aims to do the following:

- provide a framework for our employees to work with when handling complaints from people or bodies outside our organisation;
- enhance the ability of our organisation to resolve issues in a consistent, systematic and responsive manner, to the satisfaction of all parties consistent with our organisation when handling and resolving issues;
- enable our organisation to identify trends and eliminate causes of complaints, and thus improve our operations;
- assist our commitment to the provision of high quality services;
- provide a basis for continual review and analysis of the complaint handling process, the resolution of complaints and process the improvements made.

All our employees are given training in both Customer Service Principles and the organisation's Complaint Handling Process.

Definition of a complaint

TPP defines the term 'complaint' as any expression of dissatisfaction or grievance made to us by a person or body (e.g. a client, a candidate, a member of the public) outside our organisation about any service provided or any member of our staff, not including a request for information.

Making a complaint

Complaints may be made by phone, electronic mail, fax or by letter.

Our consultants will provide reasonable information and assistance to ensure that all complaints are lodged effectively.

Complaints will be acknowledged within a prescribed timeframe according to the nature of the complaint – for example, (i) if a client is dissatisfied with the services of an assigned temporary worker, or (ii) if a temporary worker has not received awaited documentation, our consultant or manager will acknowledge the complaint immediately where possible and within no more than one hour after the complaint has been received.

Our organisation has established and will continue to develop quality processes for the efficient acknowledgement and handling of complaints.

Response to complaints

All complaints will be processed in a timely and efficient manner.

It will be made clear to every complainant that their complaint will be thoroughly investigated and a realistic time frame agreed within which a representative from our organisation will next contact the complainant will be given.

Continuous improvement and training will be utilised to ensure complaints are resolved promptly and courteously and to the complainant's satisfaction.

Complaints escalation process

Our aim within the complaint-handling process is to finalise complaints after the first contact.

Where necessary, complainants will be kept informed of the progress of their complaint and TPP's internal escalation process.

Where a complainant has exhausted their avenues for addressing their complaint within our organisation or finds those avenues unacceptable, we will advise them of external channels for escalation, such as the Recruitment Employment Confederation, the body representing the recruitment industry.

Follow-up

Satisfaction follow-up call made within 24 hours after complaint resolution.

Recording and documenting complaints

Complaints will be recorded and analysed to ensure that our Complaint Management Processes comply with this policy.

Regular trends and recurring problems will be identified and fed back to the relevant people within our organisation to improve current processes.

Review of Complaint-handling Process

The Company's complaint-handling process will be reviewed on a regular basis to ensure optimum effectiveness and highlight any need for improvement.