

# Allegis Group EMEA Complaints Handling Policy



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We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. You can contact us via email at [complaints@allegisgroup.co.uk](mailto:complaints@allegisgroup.co.uk), via our website, or by writing to us at: Risk & Compliance Team, 3rd floor, Maxis 2, Western Road, Bracknell RG12 1RT.

We will make every effort to resolve your concern.

## Next steps

1. We will send you a letter acknowledging your complaint and may ask you, where necessary, provide further information to assist with our investigations. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our notification within 3 days of us receiving your complaint.
2. We will record your complaint in our central register within a day of having received it.
3. Our goal is always to try to resolve your complaint as quickly and fairly as possible and so as a first step we encourage you to speak directly with your contact within Allegis Group. If you are still unable to resolve your complaint satisfactorily, we will then conduct a formal review of your complaint. This will normally involve the following steps;
4. We will ask the member of staff who dealt with you to provide a summary of the issues, and actions proposed or undertaken to resolve it. We will then examine the member of staff's reply and the information you have provided for us. If necessary, we may ask to speak with you to clarify any outstanding matters.
5. If your complaint is of a more serious nature we may undertake additional enquiries and involve relevant senior management in determining a suitable course of action in response.
6. We will then contact you to with a detailed reply to your complaint. This will include our suggestions for resolving the matter.
7. At this stage, if you are still not satisfied you can write to us again. Another Senior Member of the company will review our initial proposed course of action and revert to you with our final position on your complaint and explaining our reasons.