

COMPLAINTS POLICY & PROCEDURE

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OUR POLICY

Huntress is committed to providing a high-level service to our customers, client and candidates. If you feel you have not received a satisfactory service from us we need you to tell us about it. This will help us to improve our standards.

If we have to change any of the time scales below, we will let you know and explain why.

INITIAL COMPLAINT

If you have a complaint, please contact your consultant or branch by phone in the first instance. Depending on the circumstances, it may be appropriate to try and resolve your complaint informally.

At this stage, if you are not satisfied you can make a formal written complaint.

WRITTEN COMPLAINT PROCEDURE

If we are unable to resolve your complaint informally, you can send a formal written complaint to your consultant.

1. The details of the complaint should include:
 - Details of the incident
 - Name(s) of the individual(s) involved
 - Name(s) of any witness(es)
 - The resolution sought
2. We will send you an email acknowledging your complaint. We may ask for further details, clarification or information necessary to proceed and confirm the points we will investigate. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our acknowledgement within one week of us receiving your complaint.
3. We will record your complaint in our central register.
4. We will acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within one week of your reply.
5. We will then start to investigate your complaint. This will normally involve the following steps;
 - Speaking with the members of staff involved to provide information;
 - If the complaint involves a third party, such as a Hirer, we will approach them to provide us with information;
 - Examining the information provided by the individuals involved and the information you have provided for us.
6. Huntress will aim to complete the investigation into your complaint within one month of receiving all the necessary information. Please note that where a complaint involves a third party, it may take longer depending on how quickly the third party is able to provide us with information.
7. Huntress will then communicate the outcome of the investigation, usually by email. If you would prefer to have a call to discuss the outcome, you may request this.

8. Depending on the nature of the complaint, we will consider any further steps necessary to resolve the matter. Please note that where a complaint involves a third party, we may be limited in the steps we can take to resolve the issue. For example, where a Hirer has terminated an Assignment, we cannot obligate the Hirer to re-engage the candidate in the same or other Assignment.

APPEAL

At this stage, if you are still not satisfied you can write to us again within one week of receiving the outcome setting out the reasons why we should review the investigation.

If there is sufficient reason to review the investigation, a Director of the company will aim to review the investigation within 2 weeks.

We will write to you to let you know of the outcome of this review and confirming our final position on your complaint and explaining our reasons.

If you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business Innovation and Skills or the REC, the industry trade association.