



THE ADECCO GROUP

Complaints Policy

The Adecco Group and its constituent brands are committed to providing the highest standards of service to our candidates and associates, our clients, and the communities in which we operate. Equally, we recognise that things can go wrong in which case we are keen to hear so that we can help put them right as soon as possible. Such feedback is a positive aid to improving our business as it may highlight ways in which we can improve our quality of service for the future.

This complaints policy applies to The Adecco Group and all subsidiary brands operating within the United Kingdom & Ireland.

The best and fastest way to resolve an immediate issue is to raise the matter with the branch, onsite representative or the dedicated helpdesk for a given recruitment campaign. However, if you feel this is not appropriate or you are not satisfied with the resolution provided, please follow the procedure below.

Our aim is to ensure that:

- Making a complaint is as easy as possible
- We treat it seriously whether it is made in person, by telephone, letter, or email
- We deal with it promptly, politely, and professionally and be duly acknowledged and resolved
- We respond with an explanation (or an apology if we have got things wrong) and provide you with information on actions being taken to prevent any future occurrence
- We learn from complaints, use them to improve our service, retrain our staff or review our business processes

How to Make a Complaint

You can make a complaint by;

Phone: Please call us on 01782 358470
E-Mail: Please contact at headoffice@adecgroup.com
In Writing: You can write to us at:

Complaints Team, The Adecco Group, iC3, Keele University Science & Business Park, Staffordshire, ST5 5NP

If you are sending your complaint in writing, please provide your contact information (e-mail address or telephone number) and when would be most convenient for us to contact you. If you are e-mailing, please state if a reply by telephone or e-mail is acceptable, if not, please provide your full postal address.

Please provide sufficient details for us to resolve the matter but if using post or email be mindful not to include sensitive information such as National Insurance Numbers etc.

Responding to your complaint

Our aim is to acknowledge all complaints within 3 working days from when we receive your complaint and begin investigating any matters concerned as soon as possible. If the matter requires a more detailed investigation and it is not possible to give you a full reply within 3 working days, we will



THE ADECCO GROUP

update you, where possible, with an interim response advising you on the actions being taken. Thereafter, we will endeavour to ensure that complaints are resolved within 15 working days from the complaint being received.

Complaints are generally able to be resolved by the brand concerned and so we will normally refer each matter to the line manager concerned. However, if you are not satisfied by the response, matters can ultimately be escalated to the relevant Director, whose response will be full and final.

Matters regarding Professional Malpractice

It is the policy of The Adecco Group to deal with all allegations of criminal conduct, malpractice, or professional misconduct in a professional manner. Any information or queries regarding suspicions of malpractice or professional misconduct are to be referred to the [Business Process Team](#) mentioned above. An investigation will be carried out by The Adecco Group who will then liaise with you and the appropriate Professional or Regulatory Body as required.

We will ensure that the complaint is resolved as soon as possible and details of how the complaint has been resolved will be notified to you. If required, we will also provide you with an update on the progress of the resolution of the complaint.

Matters regarding actual or potential violations of the law, the Adecco Group's Code of Conduct

As above, whilst day-to-day matters are most speedily resolved by the area concerned, should you feel that the issue relates to an actual or potential violation of the law, an alternative route is to raise the matter using The Adecco Group's Compliance and Ethics Reporting Tools available [here](#).