

Complaints Statement

At Gattaca we endeavor to provide you with the best possible service at all times. However if you do have cause to make a complaint about the service you have received we will do all we can to help.

August 2016



Complaints Statement



We are sorry that you have a reason to complain to us. This document will explain how we will process your complaint.

The Groups policy is to deal with all complaints in accordance with the requirements of our ISO 9001:2008 Quality Management System. This quality system requires that complaints be dealt with in the correct manner ensuring we give you the best possible service.

The following procedure will be followed if you are dissatisfied with any aspect of the service we have provided and wish to lodge a complaint.

There are three stages to the complaints procedure:

Stage 1- Recording your complaint

The recipient of your complaint will respond to you within 2 working days of receiving the initial complaint to acknowledge receipt and explain the complaint procedure that will be followed.

The complaint will also be logged with our Legal team who will forward it to the relevant department for action where the matter will be investigated.

Stage 2- Taking action to resolve your complaint

The Divisional Head of the Responsible Department will respond to you within 15 working days of the date of the original complaint with details of the resolution and action taken, including any recommended corrective or preventative action.

Our complaints procedure forms part of our ISO 9001:2008 Quality System, which complies with the Recruitment Employment Confederation (REC) Code of Good Recruitment Practice.

If you are dissatisfied with the outcome of your complaint, you may appeal to the REC.

Should you wish to appeal please contact: The Customer Contact Team at the Recruitment & Employment Confederation, Dorset House, First Floor, 27-45 Stamford Street, London, SE1 9NT.

Payroll issues

All queries that result in a payment into your account or an adjustment to your pay are logged within our Accounts Department and our Legal Team.

The person who received your complaint will liaise with Accounts immediately to resolve the problem. Either the recipient or our accounts department will respond to you within 24 hours explaining what actions have been taken. Preventative action will be taken where necessary.