



Specialist Recruiters for the Property Industry

COMPLAINTS POLICY AND PROCEDURE

Professional Search & Selection Ltd, trading as AMR (Alan Mead Recruitment)

Complaints Policy

AMR is committed to providing a high-level service to our customers. If you do not receive satisfaction from us, we need you to tell us about it. This will help us to improve our standards.

Complaints Procedure

If you have a complaint, please either email us at complaints@amrgroup.co.uk or write to our Chief Executive Officer (CEO) at: AMR, Eagle Tower, Montpellier Drive, Cheltenham, GL50 1TA.

Next steps

1. We will send you an email, or letter, acknowledging your complaint and, if necessary, asking you to further explain, the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our written communication within 4 days of us receiving your complaint.
2. We will record your complaint within a day of having received it.
3. We will then start to investigate your complaint. This will normally involve the following steps;
 - If necessary, we will ask the member of our team who dealt with you to reply to us in writing regarding your complaint within 5 days of our request;
 - We will then examine that reply, and the information you have provided for us. If necessary, we may ask you to speak to them directly. This will take up to 4 days from receiving their reply.
4. Our CEO will then invite you to meet with them to discuss, and hopefully resolve, your complaint. We will do this within 5 days of the end of our investigation.
5. Within 2 days of the meeting we will write to you to confirm what took place and any solutions agreed with you.

If you do not want a meeting, or it is not possible, our CEO will send you a detailed reply to your complaint. This will include suggestions for resolving the matter. We will do this within 5 days of completing our investigation.

6. If you are still not satisfied, you can contact the Employment Agencies Standards Office at the Department of Trade and Industry, or the REC, the industry trade association, of which we are a member, by writing to the Professional Standards Manager, REC, Dorset House (First Floor) 27-45 Stamford Street, London SE1 9ET

If we must change any of the time scales above, we will let you know and explain why.