



COMPLAINTS PROCEDURE POLICY

We are committed to providing a quality service to all clients, contractors and candidates. If for any reason you are not entirely satisfied with any aspect of the service you have received from Quanta then we would like you to let us know.

A complaint is classified as any written or spoken expression of dissatisfaction with the service we provide. At Quanta we take complaints seriously. We aim to:

- Deal with complaints openly, promptly and honestly
- Resolve complaints amicably and as soon as possible
- Learn from complaints to improve our services

Managing your complaint

You will find that all our staff will be courteous and helpful. In the unlikely event that you should need to make a complaint please contact Sharon Yang our Commercial Manager in the first instance. This can be achieved immediately by telephoning our HQ on +44 (0) 1442 870700 or writing directly to:-

Sharon Yang
Commercial Manager
Quanta Consultancy Services Ltd
Redwood House
Rectory Lane
Berkhamsted
Herts HP4 2DH

When we receive details of your problem we undertake to:

- Deal with your problem fairly, confidentially and effectively
- Acknowledge your problem within two working days and provide a likely timescale for resolution
- Fully investigate your comments and keep you regularly informed of the actions we are taking

In the unlikely event that you are not satisfied with the outcome of your complaint, you can contact the Employment Agencies Standards Office at the Department of Business, Enterprise and Regulatory Reform (formerly the DTI).

