

## COMPLAINTS STATEMENT

As a Group, STR's intention is always to provide you with the highest level of service. If you feel that your experience does not reflect this and you would like to make a complaint, we will address all issues in a timely and professional manner and do our very best to help.

Below you will find the Procedure that STR upholds in order to capture, manage and resolve all issues raised; clearly identifiable points of escalation within the Group and avenues of recourse should you remain dissatisfied with the way in which an investigation has been managed or the outcome received.

You are, of course welcome to raise any issue with any member of the STR Group. That person will respond to you within three working days to acknowledge receipt and outline the Complaints Procedure that will then be followed. Whilst we maintain a strict ticket system within our complaints process that enables us to monitor and track your concern, if you approach an individual and they are in turn, on leave, their mailbox may not be actively monitored during this period. If you should receive an 'out of office notice,' we ask that you contact our Reception on 02392 374444 who will be happy to help you or contact [complaints@strgroup.co.uk](mailto:complaints@strgroup.co.uk) directly.

Our complaints procedure is part of our ISO 9001 2015 Quality System.

Thank you

**SIGNED:**



**NAME:**

Clive Hutchings

**POSITION:**

CEO

**DATE:**

18<sup>th</sup> June 2019

## PROCEDURE

We are sorry that you are unhappy with the service that STR has provided and feel the need to raise a complaint. However, the opportunity to address any and all issues raised is important to us. As part of our Quality Management System, we follow a clear and accountable process.

1. Please outline your concerns with as much detail as possible and forward to:

- Operations/Divisional Director; and/or
- Emma Rees, Group Commercial Manager; and/or
- [complaints@strgroup.co.uk](mailto:complaints@strgroup.co.uk)

Please provide:

- the nature of the complaint;
- the date the incident occurred; and
- your desired outcome of the complaint.

2. Your complaint will be acknowledged within one working day. It will then be logged and reviewed by our Compliance Team to ascertain who is best placed to respond and manage your concerns.
3. Once the relevant Operations Director or Manager who will 'own' the issue has been identified, a full investigation will take place. They will contact you within five working days of the original date that you raised your concerns, to discuss with you their findings, the proposed resolution/action to be taken and where relevant any corrective actions the Group will be undertaking to prevent the issue(s) arising again.
4. If you feel a satisfactory resolution has not been reached and you would like to escalate it further, please contact Steve Saunders, Group Commercial Director.
5. If after the outcome of any further investigation, you remain dissatisfied, please contact the Group's CEO, Clive Hutchings outlining your concerns and why you feel any action taken to date has been insufficient. This will be acknowledged within one working day and he will review the original investigation and revert with a final decision and reasonings within three weeks (fifteen working days).

### Complainants can appeal to:

- The Recruitment & Employment Confederation (REC).
  - More information can be found [here](#).
- Employment Agencies Standards Inspectorate at the Department for Business Innovation and Skills
  - More information can be found [here](#).
- For Seafarers, your ultimate right to appeal is to the Maritime and Coastguard Agency:

Maritime and Coastguard Agency  
Spring Place  
105 Commercial Road  
Southampton, SO15 1EG

- More information can be found [here](#).