



Company Name	LTS Group Ltd
Policy Number	3
Policy Name	Complaints and Disciplinary Policy & Procedure
Version Number & Date	v2 September 2020

LTS Group 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

On receipt of any formal written requests received from contractors about breaches in equal treatment, LTS Group will take action and respond to you as set out below.

Next steps

1. We will send you a letter acknowledging your complaint and asking you to confirm or 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 letter within 2-5 days of us receiving your complaint.
2. We will record your complaint in our central register within a day of having received it.
3. We will acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 2-5 days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps;
 - We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request
 - We will then examine the member of staff's reply and the information you have provided for us. If necessary, we may ask you to speak to them. This will take up to 4 days from receiving their reply.
5. We will then invite you to meet to discuss and hopefully resolve your complaint. We will do this within 5 days of the end of our investigation.
6. Within 2 days of the meeting we will write to you to confirm what took place and any solutions he has agreed with you.

- If you do not want a meeting or it is not possible, we will send you a detailed reply to your complaint. This will include her suggestions for resolving the matter. We will do this within 5 days of completing his investigation.
7. At this stage, if you are still not satisfied you can write to us again. Another Director of the company will review the decision within 10 days.
 8. We will let you know of the outcome of this review within 5 days of the end of the review. We will write to you confirming our final position on your complaint and explaining our reasons. If you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business Innovation and Skills or the REC, the industry trade association, of which we are a member by writing to the Consultancy and Compliance Team, REC, Dorset House, 1st Floor, 27 - 45 Stamford Street, London, SE1 9NT.

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

NOTE: In any event, we will comply with any statutory procedures that may relate to your complaint.

Communicating this Policy

This guidance will be communicated to contractors during the initial interview and will be updated annually or if any changes to legislation. This policy is available on the LTS Group Website.

Contact	Contact details	Comments
Landline	020 8362 3219	Office hours
Eddi Banks	07540 881687	Director
Karen Coles	020 8362 3219	Compliance Manager
Email contacts	e.banks@ltsg.co.uk ; k.coles@ltsg.co.uk	

SIGNED: MARK WILLIAMS
 POSITION: CEO
 DATE 2ND SEPT 2020
 REVIEW DATE: SEPT 2021