



**SOTERIA
PEOPLE**
PROTECT - ENVELOP - NURTURE

SOTERIA PEOPLE

**POLICY
DOCUMENT**

**Customer
Complaint Policy**

Customer Complaint Policy

1. Introduction

Soteria People Ltd is committed to providing a high standard of service in recruitment for children's residential care settings. We value feedback from clients, candidates, and stakeholders and recognize that complaints can provide opportunities for continuous improvement. This policy outlines our approach to handling complaints fairly, transparently, and efficiently.

2. Purpose

This policy aims to:

- Ensure complaints are handled in a professional, consistent, and fair manner.
- Provide a clear and accessible process for raising concerns.
- Address and resolve complaints as quickly and efficiently as possible.
- Identify areas for improvement in our recruitment services.

3. Scope

This policy applies to all clients, candidates, and other stakeholders engaging with Soteria People Ltd's services. Complaints may relate to any aspect of our recruitment processes, including but not limited to:

- Quality of recruitment services
- Conduct of staff or consultants
- Compliance with regulations and safeguarding
- Data protection and confidentiality breaches

4. How to Make a Complaint

Complaints can be submitted through the following channels:

Email: complaints@soteriapeople.co.uk

Phone: 01925 973 319

Post: Soteria People Ltd, 20 Wenlock Road, London, N1 7GU

In-Person: By scheduling a meeting with a member of our management team

When making a complaint, please provide:

- Your name and contact details
- A clear description of the issue, including relevant dates and individuals involved
- Any supporting documents or evidence
- Your preferred resolution, if applicable

5. Complaint Handling Process

- **Acknowledgment** – We will acknowledge receipt of the complaint within 3 working days and assign a responsible person to handle the matter.
- **Investigation** – A thorough and impartial investigation will be conducted, which may include reviewing documentation, speaking to involved parties, and assessing relevant policies.
- **Response** – We aim to provide a formal response within 10 working days of acknowledging the complaint. If further investigation is required, we will inform you of the expected timeline.
- **Resolution** – If the complaint is upheld, we will outline actions taken to address the issue. If the complaint is not upheld, we will provide a clear explanation of our findings.
- **Escalation** – If you are not satisfied with the outcome, you may request a review by senior management. If unresolved, external bodies such as Ofsted or the Recruitment & Employment Confederation (REC) may be approached.

6. Confidentiality & Data Protection

All complaints will be handled confidentially, and personal data will be processed in accordance with GDPR and our Privacy Policy. Information will only be shared with individuals necessary to resolve the complaint.

7. Continuous Improvement

Complaints provide an opportunity to improve our recruitment services. All complaints will be reviewed periodically to identify trends and implement necessary changes to enhance our processes.

8. Contact Information

For further information about this policy, please contact:

Email: info@soteriapeople.co.uk

Phone: 01925 973 319

Reviewed and Approved by: Robert Taylor
Position: Managing Director
Date: 01/02/25
Review Date: 01/02/26



Leading the way in residential childcare recruitment

Contact Info:



20 Wenlock Road,
London, N1 7GU



info@soteriapeople.co.uk
www.soteriapeople.co.uk



01925 973 319