

Complaints Policy

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Approved by: Gillian Emond

Plexus Medical Recruitment is committed to providing a superior level of service to our customers. We strive to provide an efficient and fair resolution to client, candidate and staff complaints thereby maintaining a high quality recruitment service.

If you are not satisfied with our services we need you to tell us about it. This will help us to improve our standards.

The objectives of the Complaints Policy are to:

1. Resolve client, candidate and staff complaints fairly and in a timely manner.
2. Investigate and rectify any areas of our service that are found to be deficient.
3. Provide feedback to all stakeholders.

A complaint is defined as an expression of dissatisfaction about the recruitment service provided which has affected the client/candidate/staff. Internal complaints about staff behaviours will also be processed under this policy.

All complaints will be dealt with in a confidential and sensitive manner.

All complaints made will be responded to either verbally or through written communication within 24 hours of the complaint being made.

All complaints will be reported to the Board of Directors on a quarterly basis in a written report by the Complaints Officer.

If you have a complaint, please contact the Complaints and Issues Officer here at Plexus. You can write to her at: Plexus Recruitment, PO Box 162, Canterbury, VIC 3126 or email: info@plexusrecruitment.com - please put the word COMPLAINT in the subject line.

Complaints can also be made online on the Plexus website www.plexusrecruitment.com.au

RESPONSIBILITY FOR THIS POLICY

All Plexus staff must adhere to the Complaints Policy. Complaints will be referred in the first instance to the complaints officer. If the complaint cannot be resolved at this level it will be referred to the Managing Director for review.