

## SERVICE RESOLUTION PROCEDURE

Amoria Bond 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.

### Procedure

If you have an issue or complaint as regards our service, please contact Daniel Daw, Director. You can write to him at: Amoria Bond, 14 Egerton House, Towers Business Park, Manchester M20 2DX.

#### Next steps

1. We will send you a letter acknowledging the issues that you have with our service and asking you to confirm or explain the details set out therein. 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 5 days of us receiving your initial notification.
2. We will record the details you provide 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 this second letter within 5 days of your reply.
4. We will then start to investigate the matter. This will normally involve the following steps:
  - We may ask the member of staff who dealt with you to reply to the issues raised 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. Daniel Daw will then invite you to meet him to discuss and hopefully resolve the matter. He will do this within 5 days of the end of our investigation.
6. Within 2 days of the meeting Daniel Daw 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, Daniel Daw will send you a detailed report. This will include his suggestions for resolving the matter. He 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. Gareth Lloyd, Director, will review Daniel Daw's 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 the issues and explaining our reasons. If you are still not satisfied, you can contact the Employment Agencies Standards Office at the Department of Trade and Industry or the REC, the industry trade association of which we are a member, by writing to the Professional Standards Manager, REC, 36-38 Mortimer Street, London W1W 7RG.

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