

## **James Gray Associates Ltd – Quality Assurance & Complaints Policy**

James Gray Associates Ltd stakes its reputation on the quality of its work and has implemented the following quality assurance policy framework in place to deliver effective quality assurance processes. We always aim to ensure that the recruitment services we provide meet and exceed the needs and expectations of our clients, whilst maintaining optimum levels of integrity at all times. We employ a range of quality control measures which in turn influence the shape and form of our detailed service standards.

### **These include:**

- We implement individual account managers for each client
- A named partner or senior consultant is assigned to every assignment to ensure we meet the needs of all of our clients.
- Full contact details for all consultants will be made available to clients.

### **Our Service Level Agreement to you:**

We aim to provide professional advice to the client on all aspects of the recruitment process including:

- Job description and person specification to ensure that they reflect client aspirations and are pitched correctly within the prevailing market.
- Appropriate salary level.
- Search parameters and key sources and targets.
- Assessment processes (where applicable or agreed)
- Advertising Strategy including creative approaches (if required or requested)
- Diversity considerations in all of the above, to optimise the vacancy/employer's appeal to the broadest range of candidates.
- We aim to ensure that we meet our commitments and deliver all our services within expected timeframes.
- We will produce invoices in either printed or electronic form as required by the client.
- We actively encourage feedback as part of our approach to business development to help us review and improve the quality of everything we do.
- If at any stage during the project you have concerns we will listen carefully and agree appropriate actions. If we have concerns that potentially could hinder the effectiveness of the process in achieving your objectives, we will bring them to your attention, together agreeing an effective solution for the way forward.
- We actively encourage independent public [reviews on Google](#) which are visible to all clients and candidates.

### **James Gray Associates Ltd's Complaints Procedure:**

We are committed to providing a high quality, accessible and responsive service to all of our clients. Our aim is to deal with any problems and difficulties quickly and fairly. We will do this by monitoring all complaints and suggestions to help us identify what is going wrong and how we can improve.

### **We have detailed procedures for complaints and comments about all of our services which aim to:**

- Be accessible and simple to use.
- Ensure resolution is speedy, with established time limits for action
- Be fair, with objective investigation procedures
- Maintain the confidentiality of both staff and clients
- Effectively address all issues raised and provide appropriate redress
- Provides information to which we can use to improve our services

### **Making a Complaint:**

- Complaints may be made in writing, email or by telephone.
- We try to keep things simple and accessible.

### **The following 7 steps outlines our approach to dealing with complaints or comments:**

1. James Gray Associates Ltd's partnership approach to working with clients means that most concerns may be raised informally with individuals within the James Gray Associates Ltd Consultancy team. Where possible, we would seek to discuss any concerns raised directly with the client and resolve any issues at this stage.
2. If the matter is deemed to require a more formal approach. Initial complaints or concerns should be raised with the lead recruiter (if appropriate). The lead recruiters full contact details are provided at the outset of all assignments.
3. Any formal complaint or comment will be acknowledged in writing (within 24 hours via email, 3 working days via post).
4. An investigation into the cause of your complaint will be undertaken and a detailed response will be provided. The speed of our response will depend on the complexity of the matter raised, but we will endeavour to provide our response at the earliest possible opportunity.
5. Complaints or comments may also be directed to either Nick Day (Managing Director): [nick@jgarecruitment.com](mailto:nick@jgarecruitment.com) or Abu Choudhury (Sales Director): [abu@jgarecruitment.com](mailto:abu@jgarecruitment.com) who will undertake an investigation and provide a detailed response.
6. We will seek the agreement of the client to the constructive and equitable resolution of any issues arising during the course of an assignment.
7. We use all complaints or comments as a learning opportunity and ensure that any lessons or alterations to procedure or practice which arise are widely disseminated throughout the company.