



## CLIENT INCIDENT/COMPLAINT PROCEDURE & FORM

At Autotech Recruit we want to ensure that our clients get the very best service from our company and the contractors we supply to you. Should however, you have an issue or complaint, our team is here to help. You can be assured that any situation brought to our attention is always investigated with all parties involved and dealt with in a consistent, fair and transparent manner. We'll work with you to put things right and we'll always try to use your feedback to improve things where we can.

If you need to bring an issue to our attention, please complete the following Incident/Complaint Form and email it to your Autotech Recruit Consultant on [hello@autotechrecruit.co.uk](mailto:hello@autotechrecruit.co.uk)

### PROCEDURE

- A Client Incident/Complaint Form must be used. This can be found on our website.
- Please make us aware of any incident or complaint immediately.
- We will acknowledge receipt of your form by email.
- The Customer Services Manager will review all information and contact all parties involved. Where this is not possible, an interim reply will be communicated setting out the reasons for the delay in responding.
- We aim to resolve all issues as quickly as possible. The length of time will depend on the issues involved. If it is not possible to reach a prompt conclusion, we will contact you with an explanation, and set out expected timescales by which matters should be resolved.
- If an incident is brought to our attention that will involve a financial resolution then additional discussions will be made to investigate this further as insurance companies may be involved.
- Where a complaint highlights that our processes or procedures are inadequate, every effort will be made to remedy the situation as quickly as possible.
- Where a Customer Complaint relates to a specific member of staff within your workplace, we will investigate the matter with the client concerned and communicate any actions they may deem appropriate.
- In an unlikely event a goodwill is requested, where an insurance claim is not applicable, then the case will be reviewed on its individual merits and may involve contributions from all parties concerned.
- Once investigations have been completed and a conclusion has been made then this will be communicated in writing with a copy being held on our records.

If you have any queries with regards to the procedure, please call your Autotech Recruit Consultant on 01234 240503.



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**PLEASE COMPLETE THE BELOW FORM**

Clients name	
Form submitted by	
Position	
Business name and address	
Contact number	
Email address	
Date of incident/complaint	
Contractor's name	
Describe in detail the nature of the incident/complaint.	



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Where did this take place?	
Were there any other individuals involved, if so, please give details?	
If applicable, were there any witnesses, if so, please give details?	
If applicable, did you take any photographs? Please email with form	
Was anybody injured? If so, please complete a separate 'injury report' – copy on our website	
Who did you report this incident to and when?	



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<p>If relevant, are there any cost implications? If so, what are they? (Please refer to our terms and conditions in your contract)</p>	
<p>If applicable, have any corrective actions already been undertaken and if so, who authorised them?</p>	

Print name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Email to your Autotech Recruit consultant on [hello@autotechrecruit.co.uk](mailto:hello@autotechrecruit.co.uk) or fax to: 0871 528 9720.