

Company Name:	Excell Supply
Policy No.	3
Policy Name:	Complaints Policy and Procedure
Date:	08/08/2025

Complaints Policy

Excell Supply 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.

Complaints Procedure

If you have a complaint, please contact Jenny Lloyd, HR Officer, by email in the first instance so that we can try to resolve your complaint informally. The contact email is HR@excell-supply.com

Next steps:

- We will send you an email acknowledging your complaint, asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive an email within 2-5 days of us receiving your complaint.
- We will record your complaint in our central register within a day of having received it.
- We will acknowledge your reply to our acknowledgment email and confirm what will happen next. You can expect to receive our acknowledgement email within 2-5 days of your reply.

We will then start to investigate your complaint. This will normally involve the following steps.

- We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request.
- We will then examine their 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.

Jenny Lloyd or another HR representative will contact you to arrange a phone call to you to discuss and hopefully resolve your complaint. If necessary, we may invite you to attend a meeting. We will do this within 5 days of the end of the investigation.

Within 2 days of the phone call or meeting, we will write to you to confirm what took place and any solutions agreed with you, at this stage we will aim to have dealt with the complaint in full.

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



At this stage, if you are still not satisfied you can contact our professional body (REC) and the statutory body- the Employment Agencies Standards Inspectorate.

Recruitment and Employment Confederation
Fourth Floor
20 Queen Elizabeth Street
London
SE1 2LS

Employment Agencies Standards Inspectorate
Old Admiralty Building, Admiralty Place
London
SW1A 2DY

NOTE: In any event, we will comply with any statutory procedures that may relate to your complaint.

Excell.
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