



Complaints and Grievance Policy

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Definitions

In this policy “we”, “us” and “the company” mean Red Rhino Resourcing.

Complaints Policy

Red Rhino Resourcing is committed to providing an excellent level of service to our customers throughout our company. It is important that you tell us if you are not satisfied with the level of service that you have received from us. Informing us will help us to improve our quality standards.

Complaints procedure

Minor complaints can be taken up with your local branch or hub, in the first instance we will endeavour to resolve your concerns informally.

If you have contacted your local branch or hub and at this stage you are not satisfied with the outcome, or if your complaint is of a serious nature, please contact Red Rhino Resourcing, Richmond House, Avonmouth Way, Avonmouth, BS11 8DE. 01174 037903 or email david@redrhinoresourcing.co.uk (Managing Director).

Once a formal complaint is made;

1. We will contact you to confirm receipt of your complaint, at this stage we may ask you to confirm or clarify the details stated. You will be informed of the person responsible for handling your complaint you can expect to receive this acknowledgment within 5 business days of us receiving your complaint.
2. Your complaint will be logged and recorded.
3. A thorough investigation will be conducted, and accounts from all parties involved will be collected and logged.
4. Once the investigation has concluded and all concerned parties have provided their statements, you will receive a detailed written response within 10 days.
5. If you still have concerns regarding the outcome of your complaint, you can make a written request for escalation of your complaint. A company director will respond directly with their findings.
6. If you remain unsatisfied with our final decision, you can contact the relevant industry trade association.

Queries/Amendments

Any queries should be addressed to the Managing Director of Red Rhino Resourcing. Any amendments made to this policy will be notified by revision of this document.