



Drivers Plus Limited Complaints Procedure for Agency Workers

1. Introduction

At Drivers Plus Limited we are committed to ensuring that all agency workers are treated fairly and with respect. This Complaints Procedure outlines the steps you should follow if you have a concern or complaint about your assignment or treatment.

2. Purpose

The purpose of this procedure is to ensure that complaints from agency workers are handled effectively, fairly, and promptly, with the aim of resolving any issues to your satisfaction.

3. Scope

This procedure applies to all agency workers placed by Drivers Plus Limited who have concerns or complaints regarding their assignments, working conditions, or treatment by either the agency or the client company.

4. How to Make a Complaint

4.1. Informal Resolution

- We encourage you to first discuss any issues informally with your assigned contact person at the client company or with your recruitment consultant at Drivers Plus Limited. Many issues can be resolved quickly at this stage.

4.2. Formal Complaint

If the issue is not resolved informally or if you prefer to submit a formal complaint, please follow these steps:

- **Email:** Lbrewerton@driversplus.co.uk / ekenny@driversplus.co.uk
- **Phone:** calling Lisa Brewerton or Erin Kenny within the office on 01274 952133
- **In-person:** Visit our office in office. Suite 3001 Backstone Business Centre, Blenwood Court, 451 Cleckheaton Rd, Low Moor, Bradford BD12 0NY

Information must include:

- Your name and contact information
- A clear description of the complaint
- Relevant dates, names, and details
- Any evidence or supporting documents
- Your preferred resolution

5. Complaint Handling Process

For any advice please visit

<https://www.acas.org.uk/agency-workers/understanding-your-employment-rights-as-an-agency-worker>



5.1. Acknowledgment

- We will acknowledge receipt of your complaint within 5 working days. If further information is required, we will contact you.

5.2. Investigation

- Your complaint will be investigated impartially and thoroughly. We may need to gather information from the client company or other relevant parties.

5.3. Resolution

- We aim to provide a resolution within 20 working days. You will receive a written response detailing the outcome of our investigation and any steps taken or proposed to address the issue.

6. Appeals

If you are not satisfied with the resolution, you have the right to appeal:

- **Appeal Submission:** Submit your appeal in writing to Lisa Brewerton (Director) within 10 working days of receiving the resolution.
- **Final Review:** Your appeal will be reviewed, and a final decision will be communicated to you within 10 working days.

7. Confidentiality

All complaints will be handled confidentially. Information will only be shared as necessary to resolve the issue.

8. Continuous Improvement

We use feedback from complaints to improve our services and practices. Your input helps us enhance our standards and the quality of our placements.

9. Contact Information

For questions about this procedure or for assistance, please contact:

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RIVERSPLUS



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