



# Complaints Policy



**Be Personnel Limited – 2025**

# Complaints Policy

Be Personnel Ltd is committed to providing a high-level service to our clients and aims to give 100% satisfaction first time, every time. If you do not receive satisfaction from us we really hope you to tell us about it so that we can quickly make amends and ensure improvement for future opportunities.

## Procedure

If you have a complaint, please contact your Consultant by phone on 01349 883303 in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied you may wish to set out your complaint in writing and email to Ethan Bews at [ethan@bepersonnelltd.com](mailto:ethan@bepersonnelltd.com) or send to 13 Henderson Road, Inverness, IV1 1SN.

- We will acknowledge your complaint in writing within 2 business days of receiving it. We will also let you know the name of the person who will be dealing with your complaint.
- We will record your complaint
- We will then start to investigate your complaint
- When investigations have been completed we will give you the option of meeting to discuss our findings and proposed way forward
- If you choose not to meet or it is not possible, Ethan Bews will send you a detailed reply to your complaint within 5 days of completing the investigation.

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



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