



Complaints Policy



Be Personnel Limited – 2026

Complaints Policy

Purpose

This procedure describes Be Personnel Limited's Complaints Policy.

Complaints Policy

Be Personnel Limited 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 Ethan Bews, Operations Director, 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, please contact Ethan Bews in writing at:
Ethan.bews@bepersonnelltd.com or 13 Henderson Road, Inverness, IV1 1SN.

Next Steps

1. We will response acknowledging your complaint and 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 our response within 2-5 working days of us receiving your complaint.
2. We will record your complaint in our central register within a day of having received it.
3. We will acknowledge your reply to our response and confirm what will happen next. You can expect to receive our response within 2-5 working days of your reply.
4. 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 working days or our request.
 - We will then examine the member of staff's reply and the information you have provided for us. If necessary, we may ask you to speak with them. This will take up to 4 working days from receiving their reply.
5. Ethan Bews will then invite you to meet him to discuss and hopefully resolve your complaint. He will do this within 5 working days of the end of our investigation.
6. Within 2 working days of the meeting Ethan Bews will write to you to confirm what took place and any solutions he has agreed with you.
 - If you do not want a meeting or it is not possible, Ethan Bews will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. He will do this within 5 working days of completing his investigation.
7. At this stage, if you are still not satisfied you can write to us again. Another Director of the company will review Ethan Bews's decision within 10 working days.
8. We will let you know of the outcome of this review within 5 working days of the end of the review. We will write to you confirming our final position on your complaint and explaining our reasons. If you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department of Business Innovation and Skills or the REC, the industry trade association, of which we are a member, by writing to the Consultancy and Compliance Team, REC, Dorset House, 1st Floor, 27-45 Stamford Street, London, SE1 9NT.

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

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



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