

## COMPLAINTS POLICY

### **Not happy with our service?**

We aim to provide a reliable and efficient service at all times, but from time to time issues may arise.

If you are in any way unhappy with the service we have provided, this statement explains how you can register your complaint.

### ***How to make a complaint***

You can make a complaint by contacting us by telephone or through our website 'enquiries' form or by writing to us.

Whichever method of communication you choose, please provide your identify and contact details so that we can respond to you. Please set out full details of your complaint, identifying what resolution you are seeking.

Following receipt of your complaint, if we require further information from you, we will notify you using the contact details provided.

We will investigate your complaint within a reasonable period of time and aim to provide you with a response within 30 days of receipt.

### ***Further information***

If you require independent advice about your rights, you can contact Consumer Direct or the Office of Fair Trading.

### ***Contact Details (for complaints by post)***

Revolution Driver Recruitment Solutions Ltd of Eastlands Court Business Centre, St Peters Road, Rugby, Warwickshire, CV21 3QP.